

JOB DESCRIPTION

Commercial Operations Leisure Services	
POST: Duty Officer	POST NO: 10152 BAND: F (12-17)
RESPONSIBLE TO: Senior Duty Officer	RESPONSIBLE FOR: Shared supervision of staff on shift.

This job description is intended as a working document only, giving a guideline to the major tasks to be performed. It is anticipated that the post will develop and working practices change in order to meet the demands of the service, new legislation or policies of the Council. It is expected that the post holder will actively contribute to and assist in the development of such changes.

JOB PURPOSE

To have operational management responsibility for any one of the facilities managed by the Leisure Services team on any one date and to provide administrative support to the Senior Management Leisure Team.

KEY ROLES AND RESPONSIBILITIES

1. Responsible for the day to day operations of the designated leisure facility
2. Ensure all customer care is adequately met
3. Provide staff supervision and promote a positive, professional and enthusiastic working environment
4. Ensure that all facilities are clean and comply with health and safety standards
5. Provide administrative support to the Senior Management Leisure Team.
6. Other

KEY TASKS

1. **Responsible for the day to day operations of the designated leisure facility**
 - a. To open up the leisure facility at the allocated time and undertake a pre-opening inspection to ensure that the building and equipment are safe, clean and suitable for public use.
 - b. To provide key holder cover for other sites and be listed on a call out register as required.
 - c. To lock up the leisure facility securely at the appropriate time and actively undertake a pre-closing inspection to ensure that the premises are empty, secure, the alarm system is activated and that the facility is ready for the next day.

- d. To take adequate precautions to ensure the safety of the Centre's monies, petty cash, property and buildings.
- e. Ensure that the cashing up and reconciliation of all tills are completed during the relevant shift period.
- f. Undertake a safe analysis at the beginning and end of each shift, and ensure that the safe and building keys are kept secure at all times.

2. Ensure all customer care is adequately met

- a. Deal positively with customer complaints that cannot be resolved at the first point of contact and record and report the complaint in accordance with the centres complaints procedure
- b. Implement, or where necessary, report any areas for improvement that have been identified by the complaint and/or feedback
- c. Administer First Aid where required having a high regard for the wellbeing of the injured person.
- d. Ensure that all accidents/incidents are dealt with in a positive and supportive manner and recorded in accordance with the centres procedures taking appropriate measures to remove or cordon off any hazardous areas/equipment.
- e. Carry out emergency procedures and evacuations when required maintaining a positive, supportive and controlled manner throughout

3. Provide staff supervision and promote a positive, professional and enthusiastic working environment

- a. Lead by example at all times demonstrating a positive, enthusiastic and professional attitude
- b. Ensure that sufficient cover is maintained in key areas during busy periods and provide cover if required
- c. Provide lifeguard cover, as required, to ensure compliance with the centres Pool Safety Operating Plan.
- d. Supervise and support staff during major changeovers.
- e. Encourage all staff to perform in a satisfactory, professional and efficient way, having high regard for all users of the leisure facilities and the reputation of the centre.
- f. To actively and positively ensure all staff to perform in a satisfactory, professional and efficient way, having high regard for all users of the facility and the reputation of the centre.

4. Ensure that all facilities are clean and comply with health and safety standards

- a. Undertake the health and safety, cleaning and maintenance checks in accordance with the centres daily health and safety check sheet.
- b. Monitor all plant areas and undertake daily pool water testing to ensure that pool water quality is maintained.

- c. Monitor corridors and emergency exits throughout the shift to ensure that they are free from obstructions

5. Provide administrative support to the Senior Management Leisure Team.

- a. Support the Senior Duty Officers and Team Leader by providing administrative assistance when required.
- b. Be proactive in recommending service areas improvement and support the Senior Management Team in their delivery.

6. Other

- a. Undertake cross site working, where applicable, to ensure the overall effective and efficient delivery of all leisure services.
- b. Attend, and proactively contribute to in all meetings and identifying innovations and/or areas for improvement for the centre, maximising its assets
- a. Support the operational staff in carrying out their duties and provide cover for sickness absence or during busy periods

Signed: _____

Date: _____