

JOB DESCRIPTION



POST TITLE:	Duty Officer - Leisure
POST NUMBER:	LS36
GRADE:	F
RESPONSIBLE TO:	Leisure Managers and Assistant Managers
RESPONSIBLE FOR:	Recreation Assistants, Swimming Teachers, Fitness Instructors, Coaches, Activity Workers, Cleaners
LIAISON WITH:	All staff levels and customers.

KEY CORPORATE ACCOUNTABILITIES:

To maintain the safe and effective operational management of the site, staff, and be the first line of communication to the general public. A specialism within a key service area will be applied in line with business needs.

KEY SERVICE ACCOUNTABILITIES:

1. Supervision and organisation of staff to meet service expectations and standards.
2. Arrange holiday and sickness leave cover to fulfil operational requirements.
3. To undertake induction training to all new staff, and ongoing training in all elements of the service, supporting teams in 1:1, and group meetings, and support the Leisure Management Team in undertaking PDR's as required
4. Ensure any financial records and daily bankings are checked, processed, and ensure safe storage of monies
5. Ensure that all areas are maintained to high levels of cleanliness consummate with service standards, and customer requirements.
6. To work directly with their line manager and wider team to develop activities, programming and content, monitor targets set for their teams, and ensure service standards and business targets are met,
7. Ensure buildings, appliances, grounds are maintained to a high standard & take action to report and rectify any defects to the appropriate officers/management, and communicate these actions with the management team
8. Refer maintenance work to Estates team & helpdesk, and contractors where necessary, in minimum time, ensuring communications with line management are maintained. In emergencies carry out EAP procedures.
9. Maintain daily, weekly monthly and periodical checks lists, records and logs.
10. Complete general administration such as timesheets, management bookings, purchase ordering, and correspondence, in line with service expectations and audit requirements.

11. Cover for staff where appropriate, poolside, reception, general recreation assistant work.
12. Ensure the security of the building and external facilities, and be available to attend alarm call outs as and when required.
13. To assist with the preparation of daily, weekly, monthly and periodical reporting on performance within specialisms
14. Ensure all staff carry out their duties in accordance with current codes of practice. Health and Safety at Work Act 1974, COSHH, and all standard operating/emergency procedures and any other relevant legislation
15. To support and cover for their line manager as necessary

Specialist areas – Reporting to a member of the Leisure Management Team

- Health and Fitness
- Front of House and Dryside
- Wetside, Health & Safety

OTHER DUTIES:

In order to deliver services effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above. Such duties, however, should not normally exceed those expected of an employee at that grade.

HEALTH AND SAFETY:

The Council has a Health and Safety Policy, which outlines its responsibilities as an employer, and the responsibilities of its employees in respect of health and safety. All employees need to be aware of this policy and comply with its content.

RISK MANAGEMENT:

All employees need to have an awareness of risk management and are responsible for ensuring that they manage risk effectively in their job and report hazards and risk to their Head of Service or Senior Manager.

DATA PROTECTION:

It is the responsibility of the Post holder to ensure that the section's requirements for compliance with the Data Protection legislation are met.

SAFEGUARDING CHILDREN AND ADULTS AT RISK:

The Council has a Safeguarding Policy, which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.

When considering the duties of this role as part of the most recent Job Evaluation (JE), a decision was reached using the [government DBS Tool](#) that this role is required to hold a Enhanced and Barred List DBS level check. The basis on which this form of DBS is renewed is explained further within our DBS policy.

MID DEVON DISTRICT COUNCIL'S REQUIRED COMPETENCIES



Our eight core competencies are relative to every role within Mid Devon District Council. They link to our values of Pride, Performance, People and Partnerships to support the delivery of our vision, together with building an effective, positive and collaborative place to work.

Seeing the Big Picture	<i>You understand how your role fits with and supports the organisational objectives. You recognise the wider Council's priorities and ensure work is in the wider public needs</i>
Changing & Improving	<i>You seek out opportunities to create effective change and suggest innovative ideas for improvement. You review ways of working, including seeking and providing feedback in a positive manner</i>
Making Effective Decisions	<i>You use evidence and knowledge to support accurate decisions and advice, carefully considering alternative options, implication and risks of decisions</i>
Delivering Quality, Value & Pace	<i>You deliver service objectives with professional excellence, expertise and efficiency, taking into account the diverse customer needs and requirements in a timely manner</i>
Leading by Example	<i>You show pride and passion for public service, creating and engaging others in delivering a shared vision. You value difference, diversity and inclusion, ensuring fairness and opportunity for all</i>
Communicating & Influencing	<i>You communicate purpose and direction with clarity, integrity and enthusiasm. You respect the needs responses and opinions of others</i>
Building Capability	<i>You focus on continuous learning and development for self, others and the organisation as a whole</i>
Collaborating & Partnering	<i>You form effective partnerships and relationships both internally and externally, from a range of diverse backgrounds, sharing information, resources and support</i>

The above competencies should be read in conjunction with the listed policies below. Managerial roles should pay special attention to the expectations of managers as set out within the staff charter.

The Code of Conduct, The Dignity at Work Policy, The Nolan Principles and The Staff Charter

PERSON SPECIFICATION LS36 Duty Officer

CATEGORIES	ESSENTIAL	DESIRABLE
Qualifications and Experience:	<ul style="list-style-type: none"> • Demonstrable operational experience in a leisure facility • Level 3 Leadership or team leading or equivalent • Level 3 Customer Service • Level 2 Award Health & Safety • First Aid at Work qualification • Fire Warden certificate • Experience in operating leisure management systems, and working within a front of house environment. • NPLQ where appropriate (wet centres) • Pool Plant Operators Certificate (wet centres) 	<ul style="list-style-type: none"> • Industry specialist qualifications
Knowledge and Expertise:	<ul style="list-style-type: none"> • Knowledge of current leisure sector initiatives • Health & Safety issues/legislation • Thorough knowledge of Emergency Action Plans (EAP) and Normal Operating Procedures (NOP) • Commitment to ongoing professional development • Sound knowledge with IT systems and applications, particularly MS based systems 	<ul style="list-style-type: none"> • Experience with the XN Leisure Management system or equivalent
Skills:	<ul style="list-style-type: none"> • Outstanding rapport building skills • Excellent time management • Ability to think “outside the box” challenging existing procedures and practice, and develop cost effective solutions to support customer service delivery • Effective communication and negotiating skills, in written and verbal format when dealing with teams, customers and line management • Excellent relationship building with staff, in order to lead 	<ul style="list-style-type: none"> • None

CATEGORIES	ESSENTIAL	DESIRABLE
	<p>develop and inspire</p> <ul style="list-style-type: none"> • Excellent problem solving and decision making skills, having the ability to work on own initiative to take action on and resolve matters as they arise • Numerate skills to deal with till functions and service queries. • Work on own initiative and resolve straightforward problems. • Be aware of customer needs in order to deliver exceptional customer service, and deliver the service in relation to established codes of practices 	
Personal Attributes:	<ul style="list-style-type: none"> • To have a customer focused approach with the ability to act as positive role model for the organisation • Ability to handle complaints/feedback and build rapport in order to uncover any underlying frustrations • The ability to manage competing deadlines, to work to and deliver high quality work within tight timescales and deadlines • To have an energetic manner, with commitment, self-motivation and enthusiasm • Personable, and approachable • Commitment to equal opportunities and respect and dignity at work • Ability to move from one role to another, in order to support the team 	<ul style="list-style-type: none"> • None
Special Requirements:	<ul style="list-style-type: none"> • Ability to be mobilised, as specialisms will require the post holder to visit all of the facilities for training and team working purposes • Ability to react quickly to needs and issues as they arise • Flexibility to meet the requirements of the service • The hours will be worked on a rota basis covering 5 days out of 7 days. 	<ul style="list-style-type: none"> • None

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