Role Title	Duty Officer
Job Family	**Sport and Leisure**
Competency Level	**All Colleagues**
Scale	**Scale 1-4**
Purpose To provide a professional, proactive, customer focussed business administrative service to the organisation within the relevant service area.	

Generic Accountabilities	End Results/ Outcomes
Communicate effectively with internal and / or external customers/ service users. Act as point of contact for the service. Provide information and resolve problems, within scope of role, escalating to line manager as required.	Customers are satisfied with the response, or aware that issue has been escalated. Relevant, accurate, understandable and timely information is provided. A positive image of the Council is promoted.
Create documents, reports, correspondence etc. from the information provided, using standard formats and software.	All materials are produced to the required legislative and or Council standards and timescales. Recorded information is accurate.
Organise and maintain records and documents using the appropriate council process / system.	Received documents, applications, correspondence etc. are recorded, distributed and processed correctly. Photocopying, faxing, shredding, enveloping, franking etc. are completed to required standards and productivity. Records /information are well organised and accessible. Records are kept up-to-date.
Co-operate with and support colleagues.	Colleagues are supported. Required information is provided.
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.

Job Specific Accountabilities	End Results/Outcomes
Ensuring that all areas of the facility are maintained and prepared to the highest possible standards.	Facility is ready for use by customers. Facility is safe and clean All customers have booked and paid for use of facility. Safeguarding and all relevant guidance is adhered to.
Providing visible leadership to facility staff, ensuring they are motivated.	Good customer care Site is operating efficiently.
On site supervision of the work standards of operational staff.	To ensure Recreation assistants are working efficiently and effectively Maintain a high visibile presence on site.
To work in a flexible manner.	To work over different sites as required.
Assisting the Sport and Leisure Manager in implementing any Management Systems, maintaining all operational standards, records, and financial procedures in accordance with instructions and regulations.	To ensure the smooth running of the site. To be the onsite responsible officer.
To administer First Aid as required	To obtain first aid qualification.
To undertake any other duties commensurate with the post's level of responsibility	To work in a flexible manner.
Able to work unsocial hours. Ability to work flexible shift patterns e.g. morning shifts, evening shifts and weekends	To have an onsite presence between the hours of 8.00am and 12.00am – depending on site operating hours.
Nature of Contacts Regular contact with members of the public/residents Typically involves supporting internal customers. May have to deal with public for which callers can be extremely anxious, distressed or annoyed. Must be able to deal with visitors confidently, sensitively and diplomatically.	
Procedural Context Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Works within laid down procedures but	

needs to deal with day-today problems without always referring to others.

Decisions will be made based on Council procedures.

This post demands a high level of flexibility, a positive attitude and ability to adapt to changes due to service needs.

Occasionally the post will be expected to work from other locations

Reports to: Sport and Leisure Manager

Key Facts and Figures

Resourcing

Budget Responsibilities**:** None

Supervisory Responsibilities: Recreation Assistant

Knowledge, Skills and Experience

Knowledge

- Appropriate professional qualifications including First Aid
- Solid business understanding and awareness
- Knowledge of Industry legislation
- Good understanding of the characteristics and qualities that customers want from leisure / and sport facilities
- Knowledge of Health and Safety legislation and other legislation in relation to sport and leisure facility operations
- Understanding of Standard Operating Procedures and Emergency Action Plans

Skills

- The ability to deal with customers and their queries and concerns with tact and sensitivity
- The ability to work as part of a team
- The ability to undertake routine maintenance and cleaning
- The ability to deliver high quality service through the staff
- The ability to lead by example
- The ability to supervise and motivate staff

Experience

- Previous experience in sport and leisure facility operations
- Experience of achieving results and making a difference to customers

Indicative Qualifications

Numeracy and literacy qualification e.g. GCSE English and Maths or equivalent.

Relevant professional qualification

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.