**NORTH WARWICKSHIRE BOROUGH COUNCIL**

**Job Description**

**Division: Leisure and Communities**

**Post: Duty Officer**

**Grade: Scale 6**

**Responsible to: Operations Officer**

**Responsible for: At various times and for particular tasks, duties and projects, to be responsible for receptionists, attendants, coaches, cleaners, seasonal workers, volunteers and students on work placement.**

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| **Safeguarding:**  Through your own actions and behaviours, and those of subordinate staff, to positively contribute to the Borough Council’s responsibility to safeguard and promote the welfare of children, young people and adults with care and support needs, to be aware of the signs and symptoms of abuse and, in accordance with the Safeguarding Policy and Procedures, to respond appropriately to any identified concerns. |
| **Special Conditions:** |

DBS Disclosure satisfactory to North Warwickshire Borough Council.

**Job Purpose**

To assist the Operations Officer as directed, in the management and operation of the Leisure Centre in accordance with the North Warwickshire Leisure and Cultural strategy, the Divisions’ philosophy and the Facilities financial aspirations. To act as the Duty Officer, with overall responsibility for operational management of the Leisure Centre and supervision of staff and customers, when on shift.

**Major Responsibilities**

1. Facility Operation
2. Supervision of Staff and the General Public
3. Health & Safety
4. Management and Administration
5. Programme Compilation, Development and Marketing
6. Other Duties

**Job Activities**

1. **Facility Operation**

1. At times when the postholder is the senior officer on duty, to take full responsibility for the operational management of the facility, the staff and the public as directed by the Operations Officer. This will, at times, involve the postholder working alone and being a lone worker.
2. To act as a keyholder for the Leisure Centre and to respond to emergency calls for the security of the premises, this may involve out of hours attendance.
3. As Duty Officer, form part of the staff rota which will include evening and weekend working.

2. **Supervision Staff and the General Public**

1. To ensure that all staffing functions are undertaken as required. This will involve the temporary fulfilling of duties of subordinate staff and deputising for the Operations Officer in their absence.
2. To supervise permanent and temporary staff in teaching and coaching duties and to undertake teaching duties as required, within the competence of the postholder.
3. To be qualified and able to render first aid directly at all times.
4. To ensure that all staffing functions are undertaken and that a high level of customer care is maintained at all times.
5. To ensure that all subordinate staff are properly trained and equipped to undertake the duties to which they are assigned.

3. **Health & Safety**

1. To ensure that adequate hygiene and cleaning standards are achieved, including the maintenance of cleaning equipment and those regulations regarding health & safety at work are complied with.
2. To be responsible for the health, safety and welfare of directly supervised employees, customers and the public and to ensure that safe working practices and compliance with all legal obligations regarding health and safety are maintained.
3. To assist the Operations Officer, where qualified, in compiling and reviewing the risk assessment programme for the Leisure Centre.

4. **Management and Administration**

1. To ensure that the premises are adequately supervised and comply with systems and procedures regarding the security of buildings, plant, equipment, stock and cash.
2. To take initial action regarding complaints from the public and subordinate staff and promote good staff and public relations.
3. To maintain stock control procedures regarding saleable goods and other supplies/ materials.
4. To assist in the maintenance of administrative systems at the Leisure Centre, including staff rotas, accident report forms, timesheets, filing and clerical work, etc.
5. To undertake an agreed programme of training and development in relevant aspects of leisure/ public service management.
6. To assist the Operations Officer in ensuring that all staff undertake an annual appraisal and an annual review regarding their roles and responsibilities.
7. To represent the Operations Officer at meetings and on working parties as directed.
8. To collect and analyse data and compile reports regarding any aspect of the Leisure Centre as directed by the Operations Officer, the Leisure Business Team and Leisure Facilities Manager.

5. **Programme Compilation, Development and Marketing**

1. To initiate programme sessions, under the supervision of the Leisure Business Team, which reflect the needs and wants of the general public using appropriate resources; which provide opportunities for community participation by the Division’s target groups and caters for the promotion of regular courses, special events, casual bookings and other events.
2. Under the supervision and discretion of the Leisure Business Team, to develop the existing activity programme in response to the changing marketplace.

6. **Other Duties**

1. To assist the Leisure Facilities Manager in the development and promotion of events and activities at locations such as recreation grounds and village halls.
2. To work in a supervisory, or other capacity at any other facility within the Leisure Services Division.
3. In the fulfilment of all duties and responsibilities, to recognise and address the importance and implications of Equal Opportunities.
4. To undertake any other duties, which are appropriate to the post, grade and competence of the postholder.

Agreed by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Duty Officer