**Appendix C**

**PERSON SPECIFICATION**

Date: August 2025

Post Title: Duty Officer

Division: Leisure and Communities Section: Leisure Facilities

Salary: £26,403 - £28,142 Grade: Scale 6

|  |  |  |  |
| --- | --- | --- | --- |
| **CATEGORY** | **E/D** | **CRITERIA INDICATED**  **E (ESSENTIAL) OR D (DESIRABLE)** | **MEASUREMENT**  **(See below)** |
| SKILLS, KNOWLEDGE  AND EXPERIENCE | E  E  D  D  E  D  D  E  E | 1. A working knowledge of Health & Safety principles in a public environment. 2. A good understanding of customer care and experience of working within a customer facing environment. 3. Practical experience of sports coaching, the prescribing of exercise programmes and the co-ordination of activities to individuals with widely differing needs. 4. Experienced in I.T applications, such as Word, Excel etc. 5. Experience of prioritising workloads in order to achieve project outcomes and / or strict deadlines. 6. Experience of marketing to the public. 7. Experience of working within a team or with a range of partners. 8. Experience of supervising a variety of people. 9. Ability to plan & create varied service development programmes and initiatives. | 2,4  2,4  2,4  2,4  2,4  2,4  2,4  2,4  2,4 |
| SAFEGUARDING | E | Commitment to the protection and safeguarding of children, young people and adults with care and support needs | 2,4 |
| EQUAL OPPORTUNITY | E | Must be able to recognise discrimination in its many forms and willing to put the Council’s Equal Opportunities Policies into practice. | 2,4 |
| QUALIFICATIONS | E  D  D  E  D | 1. A recognised First aid at work certificate 2. National pool lifeguard certificate. 3. Pool Plant Operator Certificate 4. Fitness instructor / personal trainer certificate/intermediate level. E.g. YMCA or willingness to obtain. 5. An appropriate degree level/supervisory management qualification. | 2,5  2,5  2,5  2,5  2,5 |
| ATTITUDE & MOTIVATION | E  E  E  E  E  D | 1. A good understanding of the leisure industry / keen and obvious interest 2. Willingness to create a hospitable environment for customers within the leisure centre. 3. Ability to communicate with people from a range of backgrounds 4. Willingness to contribute ideas and suggest new methods to improve the overall efficiency and effectiveness of the organisation. 5. Ability to work without close supervision and contribute to own performance goals. 6. Ability to quickly assimilate verbal and written instructions to produce documents as required. | 2,4  2,4  2,4  2,4  2,4  2,4 |
| OTHER | E  E | 1. A flexible attitude to work relating to requirements for weekend and evening work and cover for colleagues. 2. Wear uniform and name badge provided at all times. | 2,4  4 |

MEASUREMENT:

1. Test prior to shortlisting (ie all applicants). 2. Form application form. 3. Test after shortlisting. 4. Probing at interview. 5. Documentary Evidence. 6. OTHER (Please specify)