

TENDRING DISTRICT COUNCIL

JOB DESCRIPTION

Role Title: Duty Officer

Post No: 10001074

Department: Place and Economy – Economy, Culture & Leisure **Grade:** 5-6

Reports to: Ass Manager - Group Operations/Centre Manager

1. JOB PURPOSE

To organise, oversee and supervise the daily operation of all activities and resources at the Council's Sports Facilities, ensuring the health and safety of staff and customers and guaranteeing the highest standards of service. This includes the allocation of and supervision of staff to enable the smooth operation of the facility. To work on a flexible shift rota designed to meet the needs of the business. To deputise for Centre Manager as required and advised.

2. JOB ACTIVITIES

To manage the day to day operations of any of the following sports facilities:

1. Clacton Leisure Centre
2. Dovercourt Bay Lifestyles
3. Walton on the Naze Lifestyles

- To deal positively with routine customer enquiries and adopt a positive approach to customer service
- Ensuring the highest levels of customer service are provided and maintained
- To ensure adequate staffing cover is in place to provide all scheduled activities and services in an effective and safe manner
- To support the STAFFMIS system and its functionality
- To supervise and manage staff during day to day operations
- Oversee and monitor performance and ensure that agreed standards are maintained while encouraging and developing team building
- To be responsible for maintaining high standards of hygiene and cleanliness throughout all facilities
- To act as a key holder and take responsibility for the security of all physical resources, including buildings, plant and equipment
- Attend emergency call-outs outside of normal working hours
- To ensure health and safety legislation is complied with, giving operational priority to risk management
- To ensure compliance with all organisations policies, procedures and work instructions
- To support compliance with Risk Assessments via the online STITCH platform for all areas and activities
- Ensure that team members are provided with an induction inclusive of ongoing training, health and safety and to ensure a safe, clean environment at all times
- To liaise with the Centre Manager on routine and emergency repair and maintenance work

- To oversee the day to day operations of the Pool Plant to ensure required guidelines are met and records are kept up to date. Undertake routine and emergency plant and building maintenance as required
- To oversee the reconciling of end of day banking and to maintain accurate and up to date records
- Carrying out other specific non-operational responsibilities as determined by the Centre Manager
- Supporting other operational departments were appropriately qualified
- To support the configuration of the Leisure Management System
- To stock, clean and maintain the efficient operation of vending machines where appropriate.
- To adopt a flexible approach to work and encourage the same approach in other members of staff
- Providing visible leadership to facility staff, ensuring they are motivated and operate at a high level of both performance and efficiency
- Other duties may be required from time to time to assist in the efficient operation of the department

3. SUPERVISION AND RESPONSIBILITIES

Communicate with customers, other departments including Finance and Human Resources and outside organisations if instructed by the Centre Manager. The work is varied and may involve changing rapidly from one task to another during the working day often under pressure and to deadlines.

The post holder should work under their own initiative and be expected to organise and supervise staff under their control. The post holder will be required to train staff under his/her supervision.

Work to attain optimum performance in service delivery within their area of responsibility.

Seek the advice of the Centre Manager or Ass. Manager – Group Operations on difficult or contentious decisions.

The post holder will be required to work on a shift rota basis, outside of normal working hours including evenings, weekends and bank holidays. They will also be required to cover for periods of sickness and annual leave, sometimes at short notice in order to meet the needs of the business.

4. CORPORATE RESPONSIBILITIES

Assist the Centre Manager to maintain a constant focus on service improvement within the department seeking continuous improvement in reducing costs and increasing efficiencies.

To maintain high standards of personal integrity through upholding the ethical standards and values of the Council, promoting and defending equal opportunities,

building diverse teams and encouraging organisational and individual responsibility to the community and the environment.

Manage change effectively and creatively; respond to complex and changing situations by use of creative problem solving and bring new thinking, delivery mechanisms and solutions to the organisation.

Promote co-operation across the council and with others. Develop and maintain effective relationships with partners and other external bodies and use these relationships to continually improve service delivery and to promote the community of Tendring.

Continually promote the Council's core values and ensure that these are reflected in everything that the Council does. Act as a role model of excellent performance, espousing the Council's values, and inspire others to achieve and deliver excellent service.

You are required to promote, apply and adhere to the Council's HR and ICT policies, procedures and schemes, financial and contract regulations, delegated powers, the Data Protection Act and the Freedom of Information Act.

5. HUMAN RESOURCE MANAGEMENT

Attain optimum performance in service delivery through the effective recruitment, development, retention and motivation of employees.

Ensure Sports Facilities staff are managed effectively and appropriately, allowing them to give of their best and continually striving to improve performance and delivery targets.

Take all possible reasonable steps to create a harmonious working environment using consultation, effective staff communication through team briefings and team working techniques.

Ensure compliance with Health & Safety and other relevant legislation across the department.

6. SPECIAL CONDITIONS

- Attend emergency call outs outside of normal working hours at Sports Facilities as required.
- You must keep up to date with and implement any changes insofar as they apply to your role be they new or amended legal requirements, internal and external policies or any Council or delegated decisions.
- You must be prepared to work at any Sports Facility, including seasonal facilities, as required in order to meet the requirements of the Organisation

This job description is a guide to the duties the post holder will be expected to undertake. It is not required to be exhaustive or exclusive and will be changed as working requirements dictate.

TENDRING DISTRICT COUNCIL

PERSON SPECIFICATION

Job Title: Duty Officer

Post No: 10001074

PROFESSIONAL & TECHNICAL DEVELOPMENT

It will help the assessment of your application if you ensure it addresses how you meet each of the requirements set out in this document. If appropriate, please set out the actions you are willing to take to close any gaps.

1. Educated to "GCSE" level or equivalent including English and Maths
2. A Level 2/3 Leadership or Management qualification (commensurate knowledge gained through experience and personal development will be considered).
3. One year's Professional experience working within a leisure facility or similar appropriate environment.
4. Demonstrable literacy and numeracy skills.
5. Proficient in MS-Word, Excel and Outlook (a Level 2 IT qualification would be an ideal way to demonstrate this).
6. Eligible to work in the UK
7. Qualifications dependent on location:
 1. An RLSS National Pool Lifeguard Qualification or other accredited qualification.
 2. Pool Plant Operators Certificate or other accredited qualification.

COMPETENCY REQUIREMENTS

The following competencies will be used in making the initial selection decision:

1.1 Deciding and Initiating Action

- a. Makes prompt, clear decisions which may involve tough choices or considered risks.
- b. Takes responsibility for actions, projects and people.
- c. Takes initiative, acts with confidence & works under own direction.
- d. Initiates and generates activity

1.2 Leading and Supervising

- a. Provides others with a clear direction.
- b. Sets appropriate standards of behaviour.
- c. Delegates work appropriately and fairly.
- d. Motivates and empowers others.
- e. Provides staff with development opportunities and coaching.
- f. Recruits staff of a high calibre.

2.1 Working with People

- a. Demonstrates an interest in and understanding of others
- b. Adapts to the team and builds team spirit
- c. Recognises and rewards the contribution of others
- d. Listens, consults others and communicates proactively
- e. Supports and cares for others
- f. Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses

3.1 Relating and Networking

- a. Establishes good relationships with customers and staff
- b. Builds wide and effective networks of contacts inside and outside the organisation
- c. Relates well to people at all levels
- d. Manages conflict
- e. Uses humour appropriately to enhance relationships with others

6.2 Delivering Results and Meeting Customer Expectations

- a. Focuses on customer needs and satisfaction.
- b. Sets high standards for quality and quantity.
- c. Monitors and maintains quality and productivity.
- d. Works in a systematic, methodical and orderly way.
- e. Consistently achieves project goals.

7.2 Coping with Pressures and Setbacks

- a. Works productively in a high pressure environment
- b. Keeps emotions under control during difficult situations
- c. Balances the demands of a work life and a personal life
- d. Maintains a positive outlook at work
- e. Handles criticism well and learns from it.

Applicants should note:

That the above competencies are part of the Council's Universal Competencies Framework and there will be other competencies relevant to this role which will be used in the ongoing appraisal of the person appointed.

The successful postholder will be expected to undertake the personal development necessary to fully meet the requirements of the Role Description and Person Specification e.g. gaining a qualification to validate knowledge obtained through experience.