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## Job Description for Duty Officer (Dry-side Operations)

## Purpose:

To be a key holder, open and close the building and be responsible for all activities on site when on Duty. To supervise and line manage the teams within your areas. To oversee the dry-side facilities which includes the sports hall, café, climbing wall and meeting rooms. You will support the Operations Manager in the management of Repair & Maintenance and Health & Safety.

## Reports to:

General Manager

## Responsible for:

Café, Climbing Wall, Cleaners & Dry-side Team

## Salary:

Salary – £19,171 per annum

**Pattern of work:**

You will be required to work a rota which will include evenings, weekends and bank holidays.

## Key Responsibilities:

* To be a key holder, responsible for opening and closing the Centre.
* To be the first point of contact for all operational issues when on Duty.
* To be the main First Aider when on duty.
* Must be able to interact with all customers in a professional manner i.e. face to face, emails, telephone & social media.
* To set up tills when on opening shift and cash up all tills when on closing shift.
* To ensure pool water readings are taken on time and dealt with accordingly.
* To carry out regular checks of the building including the pool plant room and deal with any issues that may arise.
* To deal with or report any maintenance faults to the Operations Manager.
* To liaise with contractors on site when carrying out maintenance work and monitor the work being carried out.
* To carry out daily checks of the building.
* To record any staff absences in accordance with company procedures and arrange cover where needed.
* To set up equipment ready for any activities or events that are being held in the Centre and ensure all equipment is stored in the correct manner upon completion.
* To accept, check, sign for and store appropriately any deliveries that arrive whilst on shift.
* To ensure that the banking is prepared ready for the collection.
* To be familiar with all Reception procedures.
* To promote a welcoming environment to all customers.
* To attend meetings as required.
* To support the General Manager in the operation of all events and tournaments.
* To carry out such duties as may be determined by the Senior Management team.
* Be flexible and organised in your approach to work.
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* To maintain good working relationships with outside agencies and the general public in order to uphold the Centre’s image.
* To maintain the highest standard of professional conduct at all times with customers, colleagues, stakeholders and the general public, both at work and socially.
* To make a contribution to sharing ideas, knowledge and best practice to ensure the long term success of Splash Community Trust and the Centre.
* To adhere to employment policies as detailed in the Employee Handbook.
* To follow all health & safety procedures in order to ensure the safety of yourself, colleagues, customers and others who may be affected by your behaviour.
* To uphold Splash Community Trust’s commitment to equality of opportunity to all by following the Equality & Diversity Policy.
* To adhere to all of Splash Community Trust’s policies & procedure.
* To support Splash Community Trust in achieving its environmental aims and objectives.

**Specific responsibilities of the post:**

* To line manage the Cafe team, Cleaner’s and Dry-side team. Create rotas, authorise and record annual leave, sickness and general HR issues.
* Support the Operations Manager in setting and delivering high standards of hygiene cleanliness within the centre and that all activity areas are properly presented and prepared for customer use.
* Set cleaning & hygiene standards and devise work schedules. Ensure all cleaning/hygiene meets the required standards.
* Support the Operations Manager in the development and implementation of a comprehensive planned preventative repair and maintenance programme.
* Support the Operations Manager in the development and promotion of a strong health and safety culture within the centre.
* To update Teams and all relevant others with information.
* Work with the Senior Management team to produce an annual plan for activities to develop the business.
* Develop the dry-side areas and increase business opportunities.

**Person Specification for Duty Officer – Dry-side**

**Experience:**

* Experience of supervising a team
* Experience of being a key holder, responsible for all activities on site
* Experience of monitoring a pool plant room is desirable
* Must be able to work under pressure and meet deadlines
* Demonstrate a clear understanding of customer needs
* Experience of working within a busy leisure centre environment within the public or private sector
* Experience of preparing daily banking ready for the cash collection
* Demonstrate an understanding of how a third sector organisation operates; be sympathetic to the aims of Splash Community Trust; and be sensitive to the political nature of the organisation

**Qualifications or Training:**

* Must have at least 5 GCSE’s or equivalent including maths and english
* Ideally educated to A-level or equivalent
* Evidence of Continuous Personal Development
* A pool plant qualification is desirable, but training will be given. Must be willing to complete the Pool Plant Operators course and exam
* A valid 1st Aid qualification is desirable.

**Practical Skills:**

* Strong organisational skills
* Ability to communicate with a wide range of people effectively at all levels, both orally and in writing
* Excellent Information Technology skills

**Personal Qualities & Attributes:**

* Ability to work unsupervised and to agreed outcomes
* Thorough and accurate approach to all work with the ability to apply set procedures
* Flexible and adaptive attitude to change and do everything to make new approaches and methods work
* Ability to work in a busy environment
* Ability to work as part of a team
* Open, honest, approachable and pleasant, friendly personality
* Confident and professional
* Personal appearance is of the highest standard of tidiness and hygiene
* Accept the importance of maintaining and improving standards and strive to exceed expectations at all times