



1. JOB IDENTITY

Post Title:	Duty Officer	Service:	Education, and Children's Services
Section:	Leisure	Grade:	Technician G
Reports to:	Venue Co-ordinator		

2. JOB PURPOSE

- Organise and supervise all employees working within the facility according to policy, ensuring a safe and enjoyable service to the public using this facility

This role may require flexible, evening and weekend working

There is a responsibility for the post holder to demonstrate a commitment to quality service delivery through continuous improvement for the benefit of the Service and the organisation

3. CORE RESPONSIBILITIES / DUTIES

- Operate the leisure facility in a safe and efficient manner, ensuring health and safety, maintenance, hygiene and security standards are met
- Oversee and supervise employees within the facility and undertake line management including review process where required
- Ensure duties are carried out in accordance with financial procedures
- Assist the Community Leisure Officer in the management of other council recreational facilities
- Act as lead officer for areas of the facilities operation, as specifically delegated, such as programming, bookings, stock, maintenance, etc

4. QUALIFICATIONS AND TRAINING

- Essential:**
- Academic achievement to Scottish National Level 4 or 5 Standard Grades or equivalent transferable experience and skills
 - RLSS National Pool Lifeguard Qualification (Swimming Pools Only)
 - First Aid certificate or gain qualification within 3 months of employment
- Desirable:**
- Pool Plant Operator Certificate (Swimming Pools Only)
 - Coaching certificates / leisure qualification
 - Supervisory / management qualification

5. EXPERIENCE

Essential:

- Proven experience of working in a leisure facility, ideally at a supervisory level

Desirable:

- Experience of supervising and training employees
- Experience of supervising facilities and plant
- Experience working within a swimming pool environment
- Experience in using Microsoft Office packages to a proficient standard

6. KNOWLEDGE AND SKILLS

Essential:

- Health & Safety knowledge
- Knowledge of facility management including plant maintenance and security procedures
- Customer-focussed with excellent organisational, interpersonal, communication, interviewing and negotiating skills with the ability to work to tight and often conflicting deadlines and secure positive outcomes
- Ability to establish, maintain and develop effective working relationships

Desirable:

- Working knowledge of financial administration procedures
- Ability to work well unsupervised
- Ability to apply initiative

7. ADDITIONAL REQUIREMENTS

Driving Compliance	Not applicable to this post
Politically Restricted	Not applicable to this post