



JOB DESCRIPTION

Job Title:	Duty Officer
Department /Faculty:	Student Experience Department
Grade:	RHUL 4
Reporting to:	Sports Operations and Fitness Managers
Responsible for:	Casual Operations Staff

Department Background

This position is part of the Active Lifestyle & Sport Team, which is collectively responsible for the effective delivery of a range of physical activity services across campus to enhance the student, staff and visitor experience. This position will also provide operational support to either the Fitness Manager or Sports Operations Manager so a keen interest in these areas is desirable. The role holder will be expected to work on a rotational shift pattern that includes early mornings, evenings and weekends.

Job Purpose

Support the delivery of excellent standards and customer care, creating a welcoming and supportive environment. The role holder will be supervising the day to day operations of the facility (or a group of facilities), maintaining industry leading standards of housekeeping, maintenance, cleaning and health and safety.

Key Tasks:

- Maintain a high degree of visibility throughout the facility, proactively developing and maintaining customer relationships to the highest level possible.
- Supervising and primarily supporting your line manager to ensure staff under your supervision are adequately trained and qualified to provide consistently excellent levels of customer service.
- Ensure facility is prepared for use in accordance with the programmed activities.
- Ensure compliance with all department operational policies and procedures.
- Support your line manager aspects of Health and Safety, facility cleanliness, maintenance and security are maintained to the highest standards throughout.

Key responsibilities and outcomes:

Operations

- Open and close the facility and ensure it is ready for use each day, setting the security systems as required and ensuring all building checks are completed.
- To support Sports Operations Manager and Fitness Manager in working towards and achieving industry best practice standards, and to take appropriate action to ensure the relevant standards are maintained.

Customer Service

- To promote an excellent customer service ethos by creating a welcoming environment and promoting a high quality experience for all customers who attend the centre.
- Respond to any basic customer enquiries, comments and complaints that may arise in the delivery of service, escalating to your line manager.
- Understand, operate and deal with any basic queries regarding the membership and booking leisure management system.
- Utilise problem solving skills to deal with the various situations that may arise (For example, booking queries)

People

- Allocate duties and tasks, as directed by your line manager, to staff and providing supervision.
- To supervise staff and ensure compliance with the Standard Operating Procedures.
- Monitor and supervise the work carried out, providing feedback on staff performance issues as necessary to your line manager.
- Participate in training and give guidance on all aspects of the facility operation to new starter under your supervision.
- Attend staff meetings and training sessions.

Health and Safety

- Follow the necessary procedure in response to any emergency situation including administering first aid as necessary and escalate to senior manager
- Escalate all faults via the relevant procedure and policies of both Active lifestyle and sport facilities and the College.
- Follow regular Health and Safety, Cleaning and Maintenance logs/tasks at regular intervals.

Finance

- Ensure daily takings are accounted for during a shift in accordance with College financial guidelines and Active lifestyle and sport policy and procedures and that any irregularities are escalated to your line manager for investigation.
- Run daily income reports and report back to senior management
- Under the supervision of your line manager complete necessary stock checks, orders and inventories as required.

Additional

- Provide the appropriate cover for other roles as required.
- To be committed to continued professional development and keep up to date with current trends within the leisure industry.
- Any other duties commensurate with the grade of the post.

This job description is not intended to be an exhaustive list of duties but to give a guide to the objectives and responsibilities of the post, which are commensurate with the grade. It will be reviewed with the post holder on an annual basis.

Job descriptions should be regularly reviewed to ensure they represent an accurate account of the duties carried out by the post holder. The job description may be altered from time to time at the discretion of the College, and in consultation with the post holder.

PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

Job title: Duty Officer
Department/Faculty: Student Experience Department

	ESSENTIAL	DESIRABLE
Knowledge, Education, Qualifications and Training		
GCSE in English and Mathematics	X	
Recognised industry qualification in sports management (ILM/CIMSPA)		X
Current First Aid at work qualification		X
Specific Skills, Experience & Knowledge		
Previous experience of working in a commercial sports operation.	X	
Previous experience of supervising staff	X	
Experience of operating leisure management systems (Access/Bookings/Epos) or similar	X	
Knowledge of health and safety and risk assessments	X	
Proven experience of working as part of a team	X	
Computer skills including familiarity with Microsoft Office and databases such as SportSoft.	X	
Knowledge of a broad range of sports and their requirements.	X	
Awareness of the importance of equality and diversity in the health and sport environment	X	
Personal and Interpersonal Qualities		
Able to demonstrate good personal communication and organisational skills.	X	
Able to work under pressure and to deadlines during busy periods	X	
The ability to deal tactfully and professionally with all enquires	X	
An active interest in setting high standards of customer care.	X	
Physical Requirements		
Ability to undertake the duties associated with the role	X	
Capacity for Career Development		
A commitment to continual professional development	X	
Circumstances		
Available to work in a changing shift pattern dependent to business demand.	X	
Ability to work earlies mornings, lates and weekends.	X	

How to Apply:

Please click the link at the bottom of the advertisement to apply via the Royal Holloway application portal.

Completed applications must be received by 23:59 on the closing date to be considered.

If you have any questions or require any assistance with your application process, please contact Recruitment@rhul.ac.uk

Closing date: Midnight, 21 January 2019

The University is committed to equality and diversity, and encourages applications from all sections of the community.