



## JOB DESCRIPTION

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| <b>Job Title:</b>   | Sports Centre Duty Officer             |
| <b>Department / Unit:</b>   | Academic Services                      |
| <b>Grade:</b>   | RHUL 4                                 |
| <b>Accountable to:</b>  | Sports Facilities Assistant Manager(s) |
| <b>Accountable for:</b>   | n/a                                    |
| <b>Purpose of the Post</b>  |  |
| <p>This position is part of the Active lifestyle &amp; 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 both the Fitness Manager and Sports Operations Manager so a keen interest across these areas is desirable. The role holder will be expected to work on a rotational shift pattern that includes early mornings, evenings and weekends.</p>  |  |
| <b>Job Role Purpose</b>   |  |
| <p>Support the delivery of excellent standard 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.</p>  |  |
| <b>Key Tasks</b>  |  |
| <ul style="list-style-type: none"> <li>• Maintain a high degree of visibility throughout the facility, proactively developing and maintaining customer relationships to the highest level possible.</li> <li>• 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.</li> <li>• Ensure facility is prepared for use in accordance with the programme of activities.</li> <li>• Ensure compliance with all department operational policies and procedures.</li> <li>• Support your line manager aspects of health and safety, facility cleanliness, maintenance and security are maintained to the highest standards throughout.</li> </ul> |  |

## **The main responsibilities of the post are:**

### Customer:

- To promote an excellent customer service ethos by creating a welcoming environment and helping deliver 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 where appropriate.

### Operations:

- Follow regular Health and Safety, Cleaning and Maintenance logs/tasks at regular intervals.
- Understand, operate and deal with any basic queries relating to the membership and booking management system.
- Under the supervision of your line manager complete necessary stock checks, orders and inventories as required.
- To supervise staff and ensure compliance with the Standard Operating Procedures.
- 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.
- Follow the necessary procedure in response to any emergency situation including administering first aid as necessary and escalate to senior manage
- Utilise problem solving skills to deal with the various situations that may arise (e.g. booking queries)
- Monitor and supervise the work carried out, providing feedback on staff performance issues as necessary to your line manager.
- Allocate duties and tasks, as directed by your line manager, to staff and providing supervision.
- Escalate all faults via the relevant procedure and policies of both Active lifestyle and sport facilities and the College.

### People:

- Attend staff meetings and communicate important operational information to casual staff.
- Participate in training and give guidance on all aspects of the facility operation to new starters under your supervision.

### 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.
- Have a good understanding of basic financial reporting and update service target communication boards on a daily basis.

Additional:

- Provide the appropriate cover for other roles as required.
- Support operational project work where needed.
- 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.