

JOB DESCRIPTION

Job Title:	Duty Officer
Department / Unit:	Active Lifestyle & Sport/Student & Academic Services
Job type	Full Time, Permanent
Grade:	4
Accountable to:	Sport Operations Manager
Accountable for:	Casual Operations Staff
Purpose of the Post	
<p>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 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> <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>	
Key Tasks	
<ul style="list-style-type: none"> • 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 programme of 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. 	
Operations:	
<ul style="list-style-type: none"> • Open and close the facility and ensure it is ready to use each day, setting the security systems as required and ensuring all building checks are completed • Allocate duties and tasks, as directed by your line manager, to staff and providing supervision. • To supervise and take a lead on standard operating procedures 	

<ul style="list-style-type: none"> • Monitor and supervise the work carried out, providing feedback on staff performance issues as necessary to your line manager • Follow the necessary procedures in response to any emergency situation including administering first aid and accident reporting • Follow regular Health and Safety, cleaning and maintenance logs/tasks at regular intervals. • Utilise problem solving skills to deal with the various situations that may arise (e.g. complaints, double bookings) • Ensure that the proper cash handling and banking procedures are followed in line with the colleges financial guidelines • Completing necessary stock checks, orders and inventories as required • Understand, operate and deal with any basic queries regarding memberships and booking using the current leisure management system.
<p>People:</p> <ul style="list-style-type: none"> • Participate in training and give guidance on all aspects of the facility operation to new starters under your supervision. • Attend staff meetings and communicate important operational to casual staff • Conduct regular 121's with casual staff
<p>Customer:</p> <ul style="list-style-type: none"> • 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, comment and complaints that may arise in the delivery of service, escalating to your line manager where appropriate.
<p>Other Duties</p>
<p>The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.</p> <p>The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.</p>
<p>Internal and external relationships</p>
<p>The following list is not exhaustive but the post holder will be required to liaise with:</p> <ul style="list-style-type: none"> - Students' Union - Other key roles in ALS