

## 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: Active Lifestyle & Sport**

	Essential	Desirable	Tested by Application Form/Interview/Test
<b>Knowledge, Education, Qualifications and Training</b>			
GCSE in English and Mathematics	X		Application
Recognised industry qualification in sports management (ILM/CIMSPA)		X	Application
Current First Aid at work qualification		X	Application
<b>Skills and Abilities</b>			
Experience of operating leisure management systems (Access/Bookings/Epos) and familiarity of Microsoft Office.	X		Application
Knowledge of health and safety and risk assessments in a sports environment of similar	X		Application/Interview
Knowledge of a broad range of sports and their facility requirements.	X		Interview
Able to demonstrate good personal communication and organisational skills.	X		Interview
<b>Experience</b>			
Previous experience of working in a commercial sports operation.		X	Application
Previous experience of supervising staff and being part of a team		X	Application
Experience in setting high standards of customer care.	X		Interview
The ability to deal tactfully and professionally with all enquires			Application/Interview
<b>Other requirements</b>			
Available to work in a changing shift pattern dependent to business demand.	X		Interview
Ability to work early mornings, late evening and weekends.	X		Interview