

JOB DESCRIPTION

Job title:	Duty Officer
Department / Unit:	Active Lifestyle and Sport
Job type	Permanent, Full time
Grade:	RHUL 4
Accountable to:	Assistant Sports 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>Job Role Purpose</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	
<p>Key Tasks:</p> <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. <p>Main Responsibilities:</p> <p>Operations:</p> <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
- 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.

People:

- 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

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, comment and complaints that may arise in the delivery of service, escalating to your line manager where appropriate.

Other duties and expectations

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.

Internal and external relationships

The post holder will be required to work closely with all colleagues within the Active lifestyle and sport team

The following list is not exhaustive, but the post holder will also be required to liaise with colleagues in other areas, such as:

- Academic Services teams

- Marketing & Communications
- IT Services

Job Title: Duty Manager

	Essential	Desirable	Tested By Application Form/Interview/Test
Knowledge, Education, Qualifications and Training Minimum of 5 GCSE's or equivalent. Good standard of education to degree level or equivalent administrative experience. Knowledge and understanding of the HE sector and student life cycle. Knowledge of Record Systems (preferably Banner) and related software.	X	X X X	Application Application Interview Interview
Skills and/or Abilities Good interpersonal skills including a professional approach and manner and ability to use tact and diplomacy. Ability and readiness to work on own initiative and act pro-actively. Organisational skills and ability to work under pressure, prioritise conflicting demands and meet strict deadlines. Proven experience of creative problem solving techniques and identify and implement administrative improvements. Ability to work methodically with accuracy and speed. Flexibility and the ability to respond effectively to changing requirements. IT skills and ability to learn new systems and programmes. A good level of numeracy and literacy, and ability to contribute to documents such as procedures, reports and papers.	X X X X X X X	X	Interview Interview Interview Application Interview Interview Interview Application
Experience Good customer service skills and experience of responding to enquiries and requests from a range of service users. Experience of communicating with stakeholders at various levels within an organisation. Experience of using and manipulating data.	X	X X	Interview Interview Interview
Other requirements Committed to personal development Ability to work occasional weekends or late evenings and travel to events and other external activities as required.	X X		Interview