



JOB DESCRIPTION

Job Title:	Duty Officer
Department / Unit:	Active Lifestyle & Sport, Student Life
Job type	Professional Services - Full Time, Permanent
Grade:	RHUL 4
Accountable to:	Assistant Sports Operations Manager
Accountable for:	Casual Operations Staff
Purpose of the Post	
<p>At Royal Holloway University, Active Lifestyle and Sport is an essential element of the student experience and belonging. As a team we are responsible for encouraging participation in sport, health, and fitness activities across campus to enhance student, staff, and visitor wellbeing, whilst also promoting the Royal Holloway Sport brand by working closely with colleagues from the Students' Union to develop a welcoming environment for our student sports clubs. It is not only about running facilities but also about the activities and programmes that are delivered to build a sense of belonging and community at Royal Holloway University.</p> <p>The purpose of this role is to support the delivery of excellent standards and customer care, creating a welcoming and supportive environment for both customers and colleagues. The role holder will be supervising the day-to-day operations of our indoor and outdoor facilities, maintaining industry leading standards of housekeeping, maintenance, cleaning and health and safety.</p> <p>The role holder will be expected to work on a shift pattern that includes early mornings, evenings, and weekends.</p>	
Key Tasks	
<p>Shift Management</p> <ul style="list-style-type: none"> • 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. • Ensure the facilities are ready, clean and safe to use ready for our student clubs, social sport and community bookings. • Maintain a high degree of visibility throughout the facility, proactively developing and maintaining customer relationships to the highest level possible. 	

- Participate in training and give guidance on all aspects of the facility operation to new starters under your supervision.
- Utilise problem solving skills to deal with the various situations that may arise when on shift.
- Process end of day banking in accordance with University financial guidelines and Active lifestyle and sport policy and procedures and that any irregularities are escalated to your line manager for investigation.

Team Work

- Supervising and delegating tasks to a team of Sports Centre Assistants to provide consistent levels of excellent customer service alongside complying with Standard Operating procedures
- Follow all operational policies and procedures and ensure the Sports Centre Assistants follow them whilst on your shift.
- Allocate duties and tasks, as directed by your line manager, to Sports Centre Assistants and provide supervision.
- Monitor and supervise the work carried out, providing feedback on staff performance issues as necessary to your line manager.
- Attend staff meetings weekly, monthly, and termly.

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 customer enquiries, comments and complaints that may arise in the delivery of service.
- Answer customer enquiries about memberships, sports bookings, and activities. As well as understanding how our Royal Holloway Sport app works and our leisure management system (Gladstone).

Health and Safety

- Follow the necessary procedure in response to any emergency situation including administering first aid as necessary and reporting as required.
- Report all faults via the relevant procedure and policies of both Active lifestyle and sport facilities and the University.
- Follow regular Health and Safety, Cleaning and Maintenance logs/tasks at regular

intervals.

- Support your line manager in all aspects of Health and Safety, facility cleanliness, maintenance and security are maintained to the highest standards throughout.

Other Duties

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the University. The post holder will be expected to undertake other duties as appropriate and as requested by their manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

Internal and external relationships

The post holder will be required to liaise with people both within the Active Lifestyle & Sport team as well as other departments across campus.

There will be opportunities to link with other university sport departments.

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 and Sport, Student Life

	Essential	Desirable	Tested by Application Form/Interview/Test
Knowledge, Education, Qualifications and Training			
GCSE in English and Mathematics	E		Application
Recognised industry qualification in sports management (ILM/CIMSPA)		D	Application
Current First Aid at work qualification		D	Application
Skills and Abilities			
Able to demonstrate good personal communication and organisational skills.	E		Application/Interview
Able to work under pressure and to deadlines during busy periods	E		Application
The ability to deal tactfully and professionally with all enquires	E		Application
An active interest in setting high standards of customer care.	E		Application
Computer skills including familiarity with Microsoft Office especially Outlook and Teams	E		Application
Experience			
Previous experience of working in a commercial sports operation.	E		Application

Previous experience of supervising staff	E		Application
Experience of operating leisure management systems for example Gladstone	E		Application
Knowledge of health and safety and risk assessments	E		Application/Interview
Knowledge of a broad range of sports and their requirements.		D	Interview
Other Requirements			
An understanding and commitment to the principles of equality, diversity, and inclusion	E		Application / Interview
Available to work in a changing shift pattern dependent to business demand.	E		Application
Ability to work early mornings, late evenings and weekends.	E		Application

CRITERIA	ESSENTIAL (E) DESIRABLE (D) or	TESTED BY (Application Form, Interview, Test, Presentation etc)
QUALIFICATIONS AND TRAINING		
GCSE in English and Mathematics	E	Application
Recognised industry qualification in sports management (ILM/CIMSPA)	D	Application
Current First Aid at work qualification	D	Application
SPECIFIC SKILLS, EXPERIENCE AND KNOWLEDGE		
Previous experience of working in a commercial sports operation.	E	Application
Previous experience of supervising staff	E	Application
Experience of operating leisure management systems (Access/Bookings/Epos) or similar	E	Application
Knowledge of health and safety and risk assessments	E	Application/Interview
Proven experience of working as part of a team	E	Application/Interview
Computer skills including familiarity with Microsoft Office and databases such as Gladstone.	E	Application
Knowledge of a broad range of sports and their requirements.	E	Interview
Awareness of the importance of equality and diversity in the health and sport environment	E	Interview
PERSONAL AND INTERPERSONAL QUALITIES		
Able to demonstrate good personal communication and organisational skills.	E	Application/Interview
Able to work under pressure and to deadlines during busy periods	E	Application
The ability to deal tactfully and professionally with all enquires	E	Application
An active interest in setting high standards of customer care.	E	Application
PHYSICAL REQUIREMENTS - include only if appropriate		
Ability to undertake the duties associated with the role.	E	Interview
CAPACITY FOR CAREER DEVELOPMENT		
A commitment to continual professional development	E	Application / Interview
CIRCUMSTANCES (e.g. unsocial hours etc)		
Available to work in a changing shift pattern dependent to business demand.	E	Application
Ability to work earlies mornings, lates and weekends.	E	Application