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| **Job Description** |
| **Post title** | Assistant Duty Officer |
| **JE Reference No** | N9210 |
| **Grade** | Grade 5 |
| **Service** | Regeneration, Economy & Growth |
| **Service Area** | Culture, Sport & Tourism – Culture & Sport Services Management |
| **Reporting to** | Operations Officer and/or Duty Officer |
| **Location** | Your normal place of work will be the designated facility, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is subject to an enhanced disclosure for leisure facility based posts only |
| **Flexitime** | This post is not eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

To be responsible for the day to day operation of the facility providing a high quality service to customers that is safe, secure, clean and enjoyable environment. To actively assist the venue in the continuous improvement of performance and quality.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

* To undertake safety and operational checks of the building and environment and to rectify, where appropriate, or report any faults or problems.
* To ensure effective and appropriate opening up and closing down procedures and daily facility and equipment checks are undertaken efficiently.
* To ensure implementation and checks (and appropriate remedial action where necessary) of all appropriate day to day systems, practices and equipment.
* To ensure that all employees are effectively supervised in achieving efficient programme and facility operations.
* To ensure that operational employees adhere to effective service standards, systems and procedures.
* To oversee the accurate and effective daily financial accountability of the venue including cashing up reconciliation when required.
* To assist with the timely assembly and dismantling of equipment and activities for programme needs in accordance with policies and procedures.
* To patrol areas of the facility, ensuring that areas of the building are being used appropriately.
* To play an integral role in safety and/or emergency procedures and practices.

**DUTIES AND RESPONSIBILITIES SPECIFIC TO POST HOLDERS REQUIRED TO WORK IN LEISURE FACILITIES WITH A SWIMMING POOL**

* To ensure that high standards of cleaning and hygiene are maintained in accordance with policies and procedures.
* To undertake lifeguard duties that ensures the safety of pool users and colleagues.
* Attend the stipulated lifeguard training sessions in order to achieve the levels of competence and qualification required by the organisation.
* Awareness of any deviation from the norm of general pool conditions, such as water clarity and odour and report to management.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * NVQ Level 3 or equivalent in an appropriate area
 | * NVQ Level 4 or equivalent in an appropriate area
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| Qualifications for Leisure facility based post holers  | * National Pool Lifeguard qualification ( if facility has a pool)
* First Aid Certificate
 | * Pool Plant Qualification (leisure based post only)
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| Experience | * Relevant experience within a culture and sport environment
* Working with customers
* Experience of supervising employees
* Good Health & Safety experience
 | * Experience working within a facility with a swimming pool
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| Skills & Knowledge | * Effective communication and interpersonal skills
* Highly organised
* Fundamental knowledge of health and safety practices
 | * General understanding of energy saving issues
* Competent use of ICT
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| Personal Qualities | * Required to work outside of normal office working hours
* An understanding of and commitment to good customer care
* Ability to work as part of a team
* Ability to use own initiative
* Commitment to health and safety
 | * Travel is a desirable requirement of the post
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