**JOB DESCRIPTION**

**JOB TITLE:** DUTY OFFICER

**DIVISION:** Leisure, Recreation and Participation

**GRADE:** Band 7

**RESPONSIBLE TO:** FACILITIES MANAGER

**POST REFERENCE NO:** 104271

# Purpose of Post

Under the direction of the Facilities Manager, day to day supervision of staff and activities ensuring facilities are clean and prepared for use. Operate reception, taking bookings and payments for activities and dealing with all enquiries. Acting as a key holder, responding to out of hours emergencies as and when required.

# Relationships

1. Working with all sections of the community, including individuals and groups, in promoting the provision, availability and benefits of active participation in sport and physical activity in general.
2. To liaise with all Council Departments to ensure the effective and efficient delivery and co-ordination of activity programmes and services.

**Main Duties and Responsibilities**

1. To be responsible under the direction of the Facilities Manager for the day to day supervision and monitoring of staff, the public and activities ensuring that facilities are prepared and ready for use.
2. To provide a manned reception point, undertaking all the duties associated with the operation of a computerised till and booking system and the taking, reconciliation and banking of cash.
3. To be responsible for the security of the building ensuring the opening and closing of the facilities as prescribed by the agreed operational hours and responding to any call-outs on an agreed rotational basis.
4. In the absence of a management representative, to assume control and responsibility for the facilities.
5. Act as the initial point of contact, liaising with users, contractors etc. in dealing with comments, complaints, queries and any servicing or goods deliveries.
6. Assist in the provision of the facilities/activities/programmes of use ensuring a safe environment is available at the prescribed times in accordance with the booking system and operational requirements, specifically safe levels of staffing.
7. To contribute to the continuous improvement of the sites performance against agreed targets through maximising use of the facilities, increasing participation, adherence to quality monitoring systems and adopting good customer care practice.
8. Undertake routine inspections of buildings, plant and equipment providing reports back to the Facilities Manager.
9. Under the direction of the Facilities Manager, carry out and/or arrange for repairs and maintenance of buildings, plant and equipment where required.
10. Operate a stock control system on all cleaning, first aid and resale stock advising the management team of the need to re-order when required.
11. Assist in the training of staff via basic skills on the job training, health and safety and emergency procedures.
12. To assist in carrying out all attendants duties, adopting a hands-on approach according to operational requirements.
13. Any other duties of a related nature which might reasonably be required and allocated by the Leisure Operations and Development Manager or Facilities Manager.

Changes

Over time Council services change and develop. This can impact upon the main duties and responsibilities of the role, and subsequently the post holder, who will be required to adapt. Any changes will be appropriate to the grading of the post and will be made in discussion with the post holder.

Date: 1st June 2016

**HARTLEPOOL BOROUGH COUNCIL IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS. IF THIS POST IS SUBJECT TO SAFER RECRUITMENT MEASURES THEN A DISCLOSURE AND BARRING SERVICE (DBS) CHECK WILL BE REQUIRED.**