

Job Description

Position:	Casual Duty Officer (Part Time)
Faculty/Service/Institute:	Specialist Services & Safety – Sports Centre
Reference:	SSS - 001
Grade:	£10.94 per hour
Status:	Casual from September 2017-June 2018
Hours:	Pattern of work to be 9.45am-5.15pm Saturdays (7 hours) and additional cover work as agreed with line manager.
Responsible to:	Specialist Services & Safety Manager/Sport, Health and Physical Activity Officer
Responsible for:	Sports Centre Reception/Attendant team

Main Function of the Role:

- To ensure the smooth and efficient operation of the University aspect of Bolton One to include the reception, climbing wall and sports hall.
- To operate the facility out of normal University hours to include weekday, evenings and weekends.
- To support the Sports Centre Team in overseeing the facilities and equipment in connection with sport and physical activities which take place in the Centre.
- To supervise casual Sports Centre receptionists and attendant staff during shifts.
- To undertake all health & safety requirements of the facility during shifts.

Principal Duties and Responsibilities:

1. To work Saturdays and be the senior point of contact.
2. To provide supervision and support to the reception and attendant staff.
3. To keep abreast of systems and documents that ensure safe and efficient use of the facility.
4. To promote, develop and deliver aspects of the sport and activity programme for students and staff.
5. To assist in the development of the Sports Centre and climbing wall activities
6. To operate and supervise others in the appropriate use of the sports centre booking system, and activity set up/ take down.

7. To have knowledge and understanding of health and safety and to ensure safe practices during shifts in all areas with particular emphasis on the climbing area.
8. To handle and balance the cash against the bookings on each shift you are responsible for.
9. To keep abreast of centre/activity risk assessments and operating procedures.
10. To keep abreast of local sporting issues and initiatives and support the team to implement appropriate programmes
11. Participate in appropriate staff development activities and to contribute to the ongoing training of the receptionists/attendants in liaison with the Sports Centre Team.
12. To work flexibly as part of a small sports team and be responsible for shift opening and/or close down of the facility.
13. Take charge of any situations that require first aid/evacuation for clients when necessary and ensure the effective handling of incidents/accidents including the reporting procedure.
14. Ensure high standards of customer care are maintained at all times, including handling customer enquiries and complaints.
15. Ensure bookings are appropriately dealt with and run according to specified time slots.
16. To plan and provide staff cover in specific areas as required.
17. To supervise and monitor the performance of the receptionists/attendants and act as a first point of contact for coaches during your shifts.
18. To deal with day to day general enquires from students, staff and the general public in relation to sports facilities and services available.
19. To monitor use of the facility using the software and prepare reports where necessary.
20. Assists with clerical work as required by the sports centre team.
21. Any other duties commensurate with the nature and grade of the job.
22. Participate in and uphold the University equality and diversity policies.

Note:

This is a description of the position requirements as it is presently constituted. It is the University's practice to periodically review job descriptions to ensure that they accurately reflect the role requirements to be performed and if necessary update to incorporate changes were appropriate. The review process will be conducted jointly by the relevant manager in consultation with the position holder.

Please note that this appointment may be subject to Disclosure and Barring Clearance

Person Specification

Position: Casual Duty Officer		Reference:	
School/Service: SSS		Priority (1/2/3)	Method of Assessment
Criteria			
1 Qualifications			
1 a)	Degree, equivalent qualification and/or relevant leisure industry /supervisory experience/qualification.	1	Application Form/ Documentation
1 b)	Coaching or instructor qualification Single Pitch Access (SPA)/Indoor Climbing Wall Award (ICWA) preferred and other NGB awards Level 2 or above.	2	Application Form/ Documentation
1 c)	First Aid at Work or equivalent	2	Application Form/ Documentation
2 Skills / Knowledge			
2 a)	Awareness of the principles of the Data Protection Act and Freedom of Information Act	1	Application Form/Interview
2 b)	Awareness of the requirements of Health & Safety within the work environment	1	Application Form/Interview
2 c)	Awareness and knowledge of the requirements of Health & Safety within a sports hall and a climbing wall	1	Application Form/Interview
2 d)	Excellent communication skills both verbally and in writing to enable effective liaison with staff, visitors and external agencies at all levels.	1	Application Form/Interview/ Assessment
2 e)	Able to deal effectively and appropriately with people who make unreasonable demands and react unfavourably to information provided.	1	Application Form/Interview/ Assessment
2 f)	Able to effectively supervise others as appropriate.	1	Application Form/Interview
2 g)	Competent in the use of IT and Microsoft Office packages e.g. word processing, spreadsheets, databases, email and the internet	1	Application Form/Interview/ Assessment
2 h)	Potential to develop an understanding of specific IT systems e.g. leisure management systems and programmes used in a University environment	1	Application Form/Interview
2 i)	Adherence to the requirements associated with issues of confidentiality	1	Application Form/Interview
3 Experience			
3 a)	Experience in the supervision of staff in setting up and taking down relevant equipment within specific time-frames	1	Application Form/Interview
3 b)	Experience of effective working relationships with community groups/organisations and volunteers/local sporting partners	1	Application Form/Interview
3 c)	Experience in a sport, leisure centre and/or educational University environment.	1	Application Form/Interview
3 d)	Experience in an indoor climbing centre	2	Application Form/Interview
3 d)	Experience of financial operations, particularly associated with cash handling and cash register transactions	1	Application Form/Interview

3 e)	Experience of operating membership/monitoring systems, bookings and procedures	1	Application Form/Interview
Criteria		(1/2/3)	Method of Assessment
3 f)	Experience of training, mentoring and leading others.	1	Application Form/Interview
3 g)	Experience of promoting sport and related activities internally and externally.	2	Application Form/Interview
3 h)	Experience of assisting in the preparation of risk assessments and adherence to health and safety legislation within a sports setting.	1	Application Form/Interview
4	Personal Qualities		
4 a)	Awareness of the requirements associated with operating within a customer service environment	1	Interview
4 b)	Able to influence and motivate others to work effectively to meet the needs of the service	1	Interview
4 c)	Able to prioritise workload and drive key issues and tasks	1	Interview
4 d)	Able to work effectively under own initiative and know when to refer to a colleague or line manager	1	Interview
4 e)	Able to operate as an effective team member in a challenging environment	1	Interview
5	Other		
5 a)	Able to work flexibly to meet the needs of The University Sports Centre. The post will require working Saturdays 9.45am-5.15pm (7 hours) and potentially further cover which may involve daytimes, evenings and weekends as agreed with your line manager.	1	Interview
5 b)	Willing to undertake staff development, which may take place outside the University	1	Interview
5 b)	Awareness of the principles of the Data Protection Act, Freedom of Information Act and the Bribery Act and the UKBA	1	Interview
5 c)	Awareness of the requirements of Health & Safety within the work environment	1	Interview
5 d)	Commitment to the University's policy on equal opportunities and diversity	1	Interview
		1	Interview

Note:

1. **Priority 1** indicates **essential/vital** criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.
2. **Priority 2** indicates **desirable** criterion - applicants failing to satisfy a number of these are unlikely to be successful.