



SOUTH LANARKSHIRE
Leisure & Culture
Behaviour based Job Profile
Duty Officer - Outdoor

Service: Sport & Physical Activity	Grade: Grade 2 Level 3
Reports To: Recreation Officer	Location: Various
Vision and Values	
Our Vision	
Our vision is healthier, happier, more connected lives.	
Our Values	
Our values are, Do the right thing Even when no one's looking • Be a great team Work together. Share ideas. Share mistakes. Share successes • Own it Be accountable for outcomes good and bad. Don't pass the buck • Be positive Be hospitable. Make people feel good.	
Overall Purpose of the Job:	
To assist the management team to manage the day-to-day operation of various facilities within Outdoor Recreation and Country Parks Section ensuring effective implementation of SLLC's Leisure Strategy and SLLC's Business Plan in order to provide a quality, consistent service to customers.	
Main Accountabilities of the job:	
Accountable for financial processes, including payroll, ordering, cash management. Assist in maintaining budgets for SLLC and trading activities.	
Responsible for ensuring staff are effectively managed, developed and reviewed to effectively deliver the operation of the facility.	
Undertake project work involved with the events, building equipment and marketing within pre-determined timescales.	
Provide customer care to high standards in line with the Business Plan and SLLC Strategy.	
Responsible for the delivery of training.	
Own It – what can you do	
<ul style="list-style-type: none"> • Are motivated to deliver the best possible services possible. • Aim to get things right first time and commit to continuous improvement. • Demonstrate fairness, inclusivity, valuing diversity and equality. • Ensure compliance with external/internal regulations and that you and others are responsible and accountable. • Take ownership of decisions and consider the wider implications for you, the team, and the organisation. • See a job through to completion. • Be accountable for outcomes good or bad. 	
Be a great team - what can you do	
<ul style="list-style-type: none"> • Work together with colleagues and customers and take time to build effective working relationships. • Celebrate team success and create a positive team spirit. • Share skills and knowledge, encourage and support other in applying their ideas to working practices - helping others to help themselves. 	

- Encourage working together for the benefit of customers.
- Works alongside internal and external colleagues to meet common objectives.
- Actively and respectfully listens to people in order to understand them and their views.
- Contributes appropriately to team and other meetings and discussions.
- Respects diversity and promotes equality of opportunity when working with colleagues and members of the public.

Do the right thing – what can you do

- Display a positive attitude.
- Are enthusiastic in your approach to tasks.
- Lead by example through sharing your knowledge and skills with others.
- Provide support to your colleagues and team.
- Is aware of and adheres to professional codes of practice and the code of conduct and understand how these impact on employment.

Be positive - what you can do

- Are punctual and friendly and demonstrate a positive professional attitude.
- Take pride in your own work and that of your team members.
- Understand who your customers are and why they matter.
- Are willing to go the extra mile for our customer and act upon their feedback.
- Are hospitable and make customers feel good.
- Are willing to go the extra mile for our customer.
- Put the customer first in all that you do.

Position Requirements

- **Qualifications:**
- Full Driving Licence
- RYA Senior Instructor
- Once in Post essential training is undertaken to become a trainer in following:
 - First Aid
 - Manual Handling
 - Authorised Driver
 - COSHH
 - Risk Assessment
 - RYA Powerboat Instructor
- **Recruitment Checks:** As part of our approach to good practice and safer recruitment we carry out a number of pre-employment checks for example, Identity, Asylum and Immigration and employment history etc.
- **Disclosure Scotland:** N/A