



SOUTH LANARKSHIRE  
Leisure & Culture

## Duty Officer – Wetside/Dryside Job Profile

<b>Service:</b> Sport and Physical Activity	<b>Grade Scale:</b> Grade 2 Level 3
<b>Reports to:</b> Recreation Officer	

<b>Purpose of Job</b>
To assist the management team to manage the day-to-day operation of the facility ensuring effective implementation of SLLC’s Leisure Strategy and SLLC’s Business Plan in order to provide a quality, consistent service to customers.

<b>Key tasks and responsibilities</b>
<ul style="list-style-type: none"> <li>• Accountable for financial processes, including payroll, ordering, cash management. Assist in maintaining budgets for Trust and trading activities.</li> </ul>
<ul style="list-style-type: none"> <li>• Responsible for ensuring staff are effectively managed, developed and reviewed to effectively deliver the operation of the facility</li> </ul>
<ul style="list-style-type: none"> <li>• Undertake project work involved with the events, building equipment and marketing within pre-determined timescales</li> </ul>
<ul style="list-style-type: none"> <li>• Provide customer care to high standards in line with the Business Plan and SLLC Strategy</li> </ul>
<ul style="list-style-type: none"> <li>• Be responsible for the delivery of training.</li> </ul>

<b>Person Specification</b>		
<b>CRITERIA</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Education, Qualification and Training</b>	<ul style="list-style-type: none"> <li>• First Aid at Work Qualification</li> <li>• Pool Lifeguard Qualification</li> <li>• Pool Plant Operators Certificate</li> </ul>	NPLQ- IQL Training Assessor qualification
<b>Skills, knowledge, experience</b>	<ul style="list-style-type: none"> <li>• Facility operation and staff supervision</li> <li>• Pool Plant Operations</li> <li>• Health and Safety Management in a facility setting.</li> </ul>	Previous experience in a facility environment
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Supportive team player</li> </ul>	

	<ul style="list-style-type: none"> <li>• Positive attitude</li> <li>• Enthusiastic</li> <li>• Motivated</li> <li>• Lead by example</li> </ul>	
<b>Other</b>		

<b>Safer Recruitment Checks</b>	
As part of our approach to good practice and safer recruitment we carry out a number of pre-employment checks.	
<ul style="list-style-type: none"> <li>• Asylum and Immigration right to work in the UK</li> </ul>	
<ul style="list-style-type: none"> <li>• Reference check: external candidates require 2 references, one of which must be your from present or most recent employer: Internal candidates require 1 reference from current line manager.</li> </ul>	
<ul style="list-style-type: none"> <li>• Candidate Disclosure Check, where applicable</li> </ul>	

<b>Behaviour Framework</b>	
The Behaviour Framework is a set of core behaviours that defines how employees approach work to enable the delivery of key tasks for the role. The expected behaviours for this role are:	
<b>Own It – what can you do</b>	
<ul style="list-style-type: none"> <li>• Are motivated to deliver the best possible services possible.</li> <li>• Aim to get things right first time and commit to continuous improvement.</li> <li>• Demonstrate fairness, inclusivity, valuing diversity and equality.</li> <li>• Ensure compliance with external/internal regulations and that you and others are responsible and accountable.</li> <li>• Take ownership of decisions and consider the wider implications for you, the team, and the organisation.</li> <li>• See a job through to completion.</li> <li>• Be accountable for outcomes good or bad.</li> </ul>	
<b>Be a great team - what can you do</b>	
<ul style="list-style-type: none"> <li>• Work together with colleagues and customers and take time to build effective working relationships.</li> <li>• Celebrate team success and create a positive team spirit.</li> <li>• Share skills and knowledge, encourage and support other in applying their ideas to working practices - helping others to help themselves.</li> <li>• Encourage working together for the benefit of customers.</li> <li>• Works alongside internal and external colleagues to meet common objectives.</li> <li>• Actively and respectfully listens to people in order to understand them and their views.</li> <li>• Contributes appropriately to team and other meetings and discussions.</li> <li>• Respects diversity and promotes equality of opportunity when working with colleagues and members of the public.</li> </ul>	
<b>Do the right thing – what can you do</b>	

- 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.