

Duty Officer - Outdoor Job Profile

Service: Operations and Estates	Grade Scale: Grade 2 Level 3
Reports to: Operations Officer	

Purpose of Job
To assist the management team to manage the day-to-day operation of various facilities within Outdoor Recreation, ensuring effective implementation of SLLC's Leisure Strategy and Business Plan in order to provide a quality, consistent service to customers.

Key tasks and responsibilities
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.

Person Specification		
CRITERIA	ESSENTIAL	DESIRABLE
Education, Qualification and Training	RYA Senior Instructor	- Current First Aid Certificate - RYA Powerboat Instructor
Skills, knowledge, experience	- Health and safety management in an outdoor customer environment - Facility operation and staff supervision	
Personal Qualities	- Supportive team player - Positive attitude - Enthusiastic - Motivated - Lead by example	

Other	• Full UK Manual Driving Licence	
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Safer Recruitment Checks	
As part of our approach to good practice and safer recruitment we carry out a number of pre-employment checks.	
• Asylum and Immigration right to work in the UK	
• Reference check: external candidates require 2 references, one of which must be from your present or most recent employer: Internal candidates require 1 reference from current line manager.	
• Candidate Disclosure Check, where applicable	

Behaviour Framework
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:
Own It – what can you do
• Are motivated to deliver the best possible services. • 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
• 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.