

**Ribble Valley Borough Council
Community Services Department**

JOB DESCRIPTION

- 1. JOB TITLE:** Duty Officer
- 2. REFERENCE NO:** COM719
- 3. SALARY SCALE:** Scale 5 (scp 12-17) £22,183 to £24,491 per annum plus weekend enhancements
- 4. RESPONSIBLE TO:** Cultural and Leisure Services Manager
- 5. JOB PURPOSE:** To ensure the effective and efficient daily operation of Ribblesdale Pool, and safeguard the welfare of the customers and staff in attendance at the facility.
- 6. MAIN DUTIES:**
 - 6.1** As a keyholder for the building, have responsibility for site security and for ensuring the pool is opened and closed at the established times. Attend the centre in the event of an emergency call out if required.
 - 6.2** Implement a high standard of customer care in line with established procedures, and monitor service standards on a daily basis.
 - 6.3** Implement emergency and operational procedures as necessary in line with the established NOP and EAP. Contribute towards updating these procedures as required.
 - 6.4** Follow procedures relating to cash reconciliation, banking, ordering and receipt of goods and services, invoice processing, stock control, maintenance work and customer comments/suggestion scheme.
 - 6.5** Supervise the work and presentation of cashiers, attendants and cleaners during normal day to day operations, ensure that these roles are performed to a consistently high level. Co-ordinate the induction of new staff and monitor performance in line with performance management procedures.
 - 6.6** Arrange shift cover for all staffing requirements in line with the established opening times and programming needs.
 - 6.7** To play an active role in the recruitment of staff and have responsibility for leave authorisation and managing absence, interviews, staff appraisal etc.
 - 6.8** Co-ordinate the delivery of the pool programme of activities by ensuring equipment preparation and changeovers are effected on time.

- 6.9** Play an active role in the maintenance of a quality standard scheme 'QUEST' and assist in the maintenance of the RLSS Approved Training Centre Status.
- 6.10** Undertaking periodic daily and weekend inspection and testing of fixed pool plant equipment as required, including water testing, back washing and ordering of chemical etc in connection therewith.
- 6.11** Setting up, dismantling and removal of all equipment for customers use in connection with the outdoor facilities/playing pitches to ensure that established service standards are maintained.
- 6.12** Undertake checks and monitoring of the swimming pool and outdoor facilities/playing pitches to ensure that established service standards are maintained.
- 6.13** Participate in the Council's performance management scheme.
- 6.14** Maintain a National Pool Lifeguard qualification and contribute to lifeguard cover as necessary. Undertake reception cover and effect the admissions policy/procedures as necessary. Cover for swimming teaching as appropriate.
- 6.15** Assist with the promotions of activities and swimming instruction at the pool and the programme of events/developmental courses organised from other venues in the borough.
- 6.16** Co-ordinate the reporting of defects to the Maintenance Section and the undertaking of repairs with contractors as required.
- 6.17** Ordering of equipment, chemicals and cleaning products and removal to the designated storage place in accordance with the manual handling procedures and the health and safety policy.
- 6.18** Taking an active role in the implementation of the customer comments/suggestion scheme.
- 6.19** To act as a lone worker during opening and closing hours, and to be able to perform all duties without an on site line manager.
- 7.** To be responsible for ensuring the data quality of all information related to the duties of the post.
- 8.** To adhere to the Council's policies including equal opportunities, health and safety, standards of dress and behaviour.
- 9.** Such other duties of a similar responsibility level as may be allocated to the post from time to time.

NB. In order to ensure that Job Descriptions are kept up to date, all employees are required to review their roles regularly through the staff performance appraisal scheme. Staff are required therefore to take a reasonable and flexible approach to changes arising from the challenges facing the Council.

Signed (Post Holder): _____ Dated: _____

Signed (Head of Service): _____ Dated: _____