

# South Downs Leisure

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## PERSON SPECIFICATION – Duty Officer

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### Information for applicants:

The person specification provides an outline of the experience, skills and abilities we expect the successful candidate to possess. You should match your own skills, experience and abilities to those listed below.

In line with the 2 ticks Government scheme, applicants with a declared disability will be guaranteed an interview where they score at least 2 (out of a 0-3 scale) on each of the criteria weighted with High Importance i.e. score of 2 multiplied by 3 = 6.

Key:

A – Application form    C – Certificates    I – Interview    PA – Practical Assessment

\* weighting scale:    1: High Importance    2: Medium Importance    3: Low Importance

Criteria	Weighting	How Assessed (see key above)
<b>Education / Qualifications</b> <ol style="list-style-type: none"> <li>GCSE Maths and English grade C or above (or equivalent qualification)</li> <li>Formal qualification in leisure related discipline (or the ability to obtain)</li> <li>Coaching and/or supervisory qualifications in an appropriate sport</li> <li>IOSH / NEBOSH qualification (or the ability to obtain)</li> </ol>	<p>1</p> <p>3</p> <p>3</p> <p>2</p>	<p>C</p> <p>C,I</p> <p>C</p> <p>C,I</p>
<b>Knowledge</b> <ol style="list-style-type: none"> <li>Experience of a comparable leisure based organisation</li> <li>Experience of dealing with the public in a busy leisure facility</li> </ol>	<p>1</p> <p>1</p>	<p>A, I</p>
<b>Communication</b> <ol style="list-style-type: none"> <li>Able to provide excellent customer care consistently over the telephone and /or in person</li> <li>Effective communication skills to deal with colleagues and public</li> </ol>	<p>1</p> <p>1</p>	<p>A,I</p> <p>A,I</p>
<b>Experience</b> <ol style="list-style-type: none"> <li>Experience of a comparable leisure based organization</li> <li>Experience of dealing with the public in a busy leisure facility</li> <li>People Management skills especially previous experience of performance management, including 1-2-1's, probation, disciplinary and sickness procedures.</li> </ol>	<p>1</p> <p>1</p> <p>2</p>	<p>A,I</p> <p>A,I</p> <p>A,I</p>



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<b>Physical</b> 1. Professional appearance at all times.	1	I
<b>Specialist Knowledge</b> 1. Understanding of Health and Safety Legislation 2. ICT skills 3. Ability to operate a computerised booking and tilling system	1 1 1	A,I A,I A,I
<b>Skills and Abilities</b> 1. Well motivated and able to work individually 2. Committed to a support role within a team 3. Able to build good relationships with staff and customers. 4. Accuracy for dealing with booking and in the handling of cash 5. Attention to detail in cleaning and equipment layout. 6. Ability to cope with high pressure situations	1 1 1 1 1 1	A,I A,I A,I A,I A,I A,I
<b>Other</b> 1. Able to adapt to working a shift system with the flexibility to cover colleagues at short notice 2. Must be willing to take on additional training as required. 3. Able to work across sites as needed by the role.	1 1 1	A,I A,I A,I



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