**Person Specification**

**Duty Officer**

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| **Accountable to:** | Operations Manager |
| **Management responsibility for:** | Lifeguards and Centre Staff |
| **Authority to liaise with:** | Customers using South Downs Leisure Trust Centres and External suppliers |

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| Area | Requirements |
| **Qualifications** | **Essential** | **Desirable** |
|  | GCSE Maths and English grade C or above (or equivalent qualification)NPLQ (If lapsed training can be provided)Pool Plant Operators Certificate or intention to attend a training course. | Formal Qualification in a leisure related discipline (or the ability to obtain)Coaching and/or supervisory qualifications in appropriate sportsH&S qualification |
| ***Professional Registration (where applicable)*** |  |  |
| **Knowledge & Experience** |  |
|  (e.g. Technical, Administrative, Managerial – use one or more categories as/where appropriate) | Experience of a comparable leisure based organisationExperience of dealing with the public in a leisure facility |  |
| **Skills** |  |
| Communication/relationship | Able to present good customer care over the telephone and in person Customer focusedGood communication skills |  |
| Analytical/ judgmental | Numeracy skills for cash handling |  |
| Planning / organisational | Accuracy for dealing with booking and in the handling of cashAttention to detail in cleaning and equipment layout.High personal standards of accuracy and reliability |  |
| IT | Knowledge of computer applicationsAbility to operate a computerised booking and tilling system |  |
| **Abilities** |  |
| Physical | Professional appearance at all times |  |
| Mental | Motived and able to work individuallyCommitted to a support role within a teamAble to build good relationships with staff and customers. |  |
| Emotional | Adaptability to high pressure situations.Able to build good working relationships |  |
| Working conditions | Respect confidentialityAbility to work unsupervised on given projects and within specific areas of responsibilityAble to adapt to working a shift system with the flexibility to cover colleagues at short notice, acting as Duty Manager with overall site responsibility as required. |  |