**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 sports  H&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 organisation  Experience 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 focused  Good communication skills |  |
| Analytical/ judgmental | | Numeracy skills for cash handling |  |
| Planning / organisational | | Accuracy for dealing with booking and in the handling of cash  Attention to detail in cleaning and equipment layout.  High personal standards of accuracy and reliability |  |
| IT | | Knowledge of computer applications  Ability to operate a computerised booking and tilling system |  |
| **Abilities** | | |  |
| Physical | | Professional appearance at all times |  |
| Mental | | Motived and able to work individually  Committed to a support role within a team  Able to build good relationships with staff and customers. |  |
| Emotional | | Adaptability to high pressure situations.  Able to build good working relationships |  |
| Working conditions | | Respect confidentiality  Ability to work unsupervised on given projects and within specific areas of responsibility  Able 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. |  |