

Job Description

Job Title	Duty Officer
Grade	Band G
Reporting To	Team Leader / Active Places Manager
JD Ref	CS&CE0098G

Purpose

Supervise a Leisure facility as directed with particular attention given to the standard of service delivery. The Duty Officer will be responsible for day-to-day operation of the centre including health and safety, customer care, financial procedures and leading and managing the subordinate staff. Each Duty Officer post is subject to its own agreed responsibilities within each facility as agreed with the Team Leader.

Main Duties And Responsibilities

Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values in the role and organisation.

Communication, Engagement and Training:

- Responsible for the general control of the Leisure Centre and for the supervision of all activities taking place therein. This includes dealing with all customer queries, enquiries and complaints in line with Council policies and guidelines.
- Responsible for the day-to-day management and co-ordination of subordinate staff in line with safe operational procedures through the NOP and EAP and ensure that all Wirral Council HR policies and procedures are adhered to. Input relevant information onto self-serve and undertake required staff interventions including – appraisals, return to work interviews, keep in touch interviews and recording of disciplinary and grievance issues.
- Ensure the customer care policy is implemented across all sites and liaise with Team Leaders Leisure Centres on customer comments and feedback.

Operational Support:

- Monitor and manage customer flow during busy periods to maintain smooth operations, ensuring service delivery is at a high standard and not disrupted.
- Provide support across all areas including Front of House, customer service, and activity set up.
- Assist with and oversee the set up and breakdown of sports programmes, classes, events to ensure they are ready and safe to use.

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- Support customer service functions, including handling enquiries, bookings, payments and resolving complaints in a timely and courteous manner.
- Step in to cover roles across the centre during peak times, staff absence, or shortages to maintain service standards.

Data Analysis and Decision-Making:

- Responsible for all financial transactions, monies taken, tickets and receipts issued including catering, vending and change machines, etc. whilst on shift. Ensuring that all financial transactions reconcile on a day-to-day basis.
- Accountable for a designated area of responsibility as agreed with the facility Team Leader.
- Undertake administrative procedures as required, ensuring work is completed in compliance with Wirral Council codes of practice, policies and procedures including completing reports and records as agreed with the Team Leader.
- Control admissions into the Leisure Centres and ensure that it is only used for approved activities, preventing any misuse of premises, furniture, fittings and equipment by the general public.
- Ensure compliance with Wirral Council's standing orders.

Site Maintenance:

- Ensure that the premises are opened, closed and secured as determined in the Normal Operating procedures (NOP) and that all areas of the premises are prepared, cleaned, maintained for any event/activity in accordance with the scheduled programmes.
- Regularly inspect the entire premises, to report promptly the need for repairs to buildings, furnishings, fittings, plant and equipment and to "follow up" and implement repairs as necessary. Ensuring that day-to-day routine maintenance and attendance is given to all heating, lighting, ventilation, filtration and other plant and equipment in order to ensure its efficient operation at all times.

Compliance:

- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.
- Ensure that all service initiatives adhere to relevant legislation, policies and practices.

Other:

- Any other duties commensurate with the grade.
- Carry out required on-the-job training of staff as may be necessary to ensure the safe and efficient operation of buildings, machines and materials and the safety, satisfaction and wellbeing of staff and customers.

Role Specific Knowledge, Experience And Skills

Qualifications

- Pool Lifeguard, NPLG award or equivalent.
- Full First Aid at Work Certificate.
- Pool Plant Operators Certificate.



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- Evidence of personal development courses.
- *Desirable - Coaching Awards.*
- *Desirable - IBRM/ILAM exam passes.*
- *Desirable - COSHH/NEBOSH.*
- *Desirable - NEBBS or equivalent management/supervisory qualification.*
- *Desirable - RLSS Trainer assessor.*
- *Desirable - Gym instructor Level 2/ Level 3*
- *Desirable - ICDL or equivalent.*

Knowledge & Skills

- Staff Training
- Erecting and dismantling equipment.
- Health & Safety at Work.
- Understanding of Best Value and Performance indicators.
- Administration and QA procedures.
- Grievance and Disciplinary Procedures.
- Management information systems and IT.
- Customer Care.
- Updating and monitoring leisure social media, website and apps.
- Monitoring facility usage and Key Performance Indicators reporting.
- *Desirable – Sales and Marketing.*
- *Desirable – Budgeting and accounting.*
- *Desirable – Health and Fitness.*
- *Desirable – Bench marking.*
- *Desirable – Report writing.*

Experience

- Managing Staff.
- Opening and closing facilities.
- Safe operating procedures.
- Building safety, cleaning and monitoring procedures.
- Health and safety within a leisure environment.
- Programming and management of events and activities.
- Dealing with customer queries and complaints.
- Pool plant operation.
- Front of house IT (currently via Gladstone).
- Microsoft office and other IT applications.
- *Desirable - Financial reporting and management of budgets.*
- *Desirable - multi-site operational day-to-day responsibility.*
- *Desirable - Delivering training.*

Additional Information

- Ability to travel across the Borough and work from various locations.



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- On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.

Health & Safety Considerations:

- Moving or handling heavy loads
- Working shifts
- Working with dust or fumes
- Working with skin irritants /sensitisers
- Working with chemicals (industrial or cleaning)
- Working outside
- Work with VDUs (Video Display Unit) (>5hrs per week)
- Foods Handling
- Working with children
- Exposure to persons with challenging or aggressive behaviour

Approved By: Rob Phythian (Operations and Compliance Manager)

Date Of Approval: October 2025



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