



JOB DESCRIPTION: CASUAL DUTY OFFICER

JOB TITLE:	Duty Officer (Casual)	OFFICE/HO DEPT:	Cricket Centre
REPORTS TO (TITLE):	Senior Duty Officer	DATE:	1 st December 2016

1. MAIN PURPOSE OF JOB (one statement explaining the job's overall objective)

To carry out the duties of the Duty Officer in the Cricket Centre as specified.

2. JOB SPECIFIC TASKS (the major end results the job is expected to achieve)

1. Efficient set up of nets & cricket equipment as required for the smooth running of bookings
2. Maintain a professional environment within the centre for the benefit of all customers & staff
3. Be responsible for the general safety & security of all customers & equipment used within the centre
4. Ensure all store rooms and equipment are kept tidy and that the security of stock is maintained
5. Ensure communication of incidents / accidents / faults during each shift are recorded and reported accordingly, taking ownership to resolve any issues at the source wherever possible
6. Open & close the facility, acting as fire warden and first aider, liaising with site security as necessary
7. Set up and clear meeting rooms & refreshments as required
8. Ensure excellent public relations with all customers
9. Complete all training as required to fulfill the role (e.g. first aid, fire warden, manual handling)
10. Carry out any additional work as specified by the Senior Duty Officer when required

3. KNOWLEDGE/EXPERIENCE/SKILLS NEEDED (expertise needed to perform the job to the required standard)

1. Be self-motivated, flexible and able to work independently
2. Have excellent time-management & prioritisation skills
3. Demonstrate the ability to problem solve and take ownership and responsibility in a customer-facing environment
4. Demonstrate an understanding of health & safety issues, reporting requirements and control measures
5. Have a polite, approachable manner with excellent communication skills
6. A moderate level of IT proficiency is required for this role
7. A good knowledge of cricket would be desirable but is not essential
8. Previous experience working as a leisure attendant / recreational assistant would be an advantage
9. Previous experience of acting as a Fire Warden, First Aider & Key Holder is desirable but is not essential as full training will be provided

4. ASSIGNMENT AND PLANNING OF WORK (from where and how the jobholder's work arises)

The work will be directed from the Senior Duty Officer or other senior staff, based on business needs.

AGREED AND SIGNED BY:

JOBHOLDER: _____ **CRICKET CENTRE MANAGER:** Adrian Jones

DATE: 1st January 2016

DATE TO BE REVIEWED: 1st December 2017