

Duty Officer – Sports Centre

Job Description

Role Purpose:

The Duty Officer plays a key role in ensuring the safe, efficient, and welcoming operation of a busy community sports and leisure facility. The postholder is responsible for providing high-quality customer service, coordinating bookings and facility use, and supporting the effective day-to-day running of sports activities for a wide range of users.

Key Responsibilities:

Customer Service & Bookings

- Manage all community and club bookings from initial enquiry through to session completion, whether in person, by phone, or via email.
- Act as the main point of contact for all lettings and user groups, ensuring a welcoming and professional experience.
- Sign gym members in and out of the facility, ensuring accurate attendance records are maintained.
- Monitor membership payment status and follow up with members whose accounts are marked as unpaid, in line with centre procedures.

Facility Operations

- Oversee the setup, safe use, and storage of all sports equipment, including badminton posts, goals, cricket nets, fitness equipment, and other resources.
- Ensure activity areas are prepared on time and presented to a high standard for all users.

Safety & Security

- Take responsibility for the security of the sports centre and immediate surrounding areas, including opening and closing procedures.
- Report and record any maintenance issues or defects promptly to the Site Manager to maintain a safe environment for staff and the public.
- Maintain high standards of cleanliness, organisation, and customer care throughout the facility.

Culture

- Responsible for the Health and Safety, security and welfare of self and colleagues in accordance with E-ACT's policies and procedures, reporting all concerns to an appropriate person.
- To always understand and work within the requirements of GDPR and comply with E-ACT policy in terms of data protection.
- Responsible for working in accordance with E-ACT's policy relating to the promotion of Equality, Diversity and Inclusivity.

Undertake any other duties appropriate to the grade of the post as requested by your Line Manager

E-ACT is committed to safeguarding and promoting the welfare of its students and expects all employees and volunteers to share in this commitment.

PERSON SPECIFICATION

Whether you're a 3 year old in nursery learning to explore the world around you, an 18 year old preparing to go to university, a new teacher understanding the demands of the job, a Head Teacher leading the learning in your academy, a member of the regional team ensuring efficient and effective operations or a trustee scrutinising and challenging the CEO, we want every single person within E-ACT to be driven by three core values:

- We want everyone to **think big** for yourselves and for the world around you;
- We want everyone to **do the right thing** in everything you do, even when this means doing something that's hard, not popular or takes a lot of time;
- We want everyone to show strong **team spirit**, always supporting and driving your team forward

We really believe that if we all do the right thing, support our teams and we all think big, believe big, act big, then the results will be big too!

This means that if you want to be part of E-ACT, you need to be able to embrace and embody these values in all that you do.

OUR VALUES

Thinking Big	<ul style="list-style-type: none"> • Show energy, enthusiasm and passion for what you do • Demand the highest quality in all that you do, and in the work of your team • Willing to champion new ideas and think beyond the status quo • Show an ability to think creatively and 'outside of the box' in your area of expertise, continually seeking improvements in what you do to make the organisation better • Be open to new ideas and change where it will have a positive impact on the organisation • Show a willingness to embrace different ideas and ways of thinking to improve E-ACT • Ability to 'look outside' – to continually learn about innovations in your field, new ways of doing things, and bring that learning into your work • Commitment to self-development, and developing your wider Team • Ability to self-reflect on yourself, your performance, and to think about how this could be improved further • Ability to encourage ideas from others in order to improve the organisation and build your team's confidence
Doing the Right Thing	<ul style="list-style-type: none"> • Have integrity and honesty in all that you do • Make decisions that are based on doing the right thing, even when this means that they're unpopular or will lead to more work

	<ul style="list-style-type: none"> • Take responsibility and ownership for your area of work • Have difficult conversations or deliver difficult messages if that's what's required to do the right thing by our pupils • Be transparent and open • Be resilient and trustworthy • Stand firm and stay true to our mission
<p>Showing Team Spirit</p>	<ul style="list-style-type: none"> • Understand how you can have a greater impact as a team than you can as an individual • Understand how you are part of your immediate team but also a much wider organisational team, in working towards our mission • Recognise that everyone is important within E-ACT, and show an ability to build strong working relationships at every level • Recognise and celebrate the success and achievements, no matter how small, of your colleagues • Be generous with sharing your knowledge to help to develop others • Understand and be willing to receive suggestions and input on your area of work from others • Support your colleagues, even when this means staying a little later, or re-prioritising some of your work • Be aware of other peoples' needs and show an ability to offer genuine support • Show an awareness and respect for peoples' differences, and recognise how different characteristics and personal strengths build dynamic and great teams

KNOWLEDGE, EXPERIENCE & SKILLS

Requirement **Assessed at**
E – Essential **A – Application Stage**

D – Desirable **I – Interview Stage**

P – During the probationary period

		E	D	A	I	P
Organisational Fit	Thinking Big	X		X	X	X
	Doing the Right Thing	X		X	X	X
	Showing Team Spirit	X		X	X	X
Knowledge	Minimum 5 GCSEs including Maths and English at level 4 or above (or equivalent)		X	X	X	
	Demonstrable knowledge of current sporting activities, facilities and provision	X		X	X	X
	First Aid Certificate (or willing to work towards)	X		X	X	X
	Knowledge of GDPR requirements	X		X	X	X
	Knowledge of Safeguarding requirements	X		X	X	X
	Experience in a customer facing role		X	X	X	X
Experience	Experience of working front of house		X	X	X	X
Skills	Ability to work effectively within a team environment	X		X	X	X
	Ability to build and maintain effective working relationships with colleagues and customers	X		X	X	X
	Ability to maintain confidentiality and sensitivity around information	X		X	X	X
	Good time management skills and ability to meet deadlines	X		X	X	X
	Ability to use, sports, ICT and other specialist equipment and resources	X		X	X	X
	Ability to communicate effectively with a range of stakeholders	X		X	X	X