



SHERBORNE Sports Centre

Sherborne Sports Centre is situated in the centre of the Abbey town of Sherborne. Redeveloped in 2023 it boasts significant facilities including a 25m swimming pool, two sports halls, various studios, a performance gym, a fitness suite, squash courts and a golf simulator. The users of the sports hall are students and staff at Sherborne School and Sherborne Prep School as well as members of the Sherborne Community.

Sherborne Sports Centre's mission is to provide sport for all at the heart of the Sherborne Community.

JOB DESCRIPTION

Sherborne School Recruitment and Selection Policy Statement

Sherborne School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Applicants for this post must be willing to undergo child protection screening, including reference checks with previous employers and a criminal record check with the Disclosure and Barring Service.

Job Title: Duty Officer

Location: The Sports Centre, Sherborne School

Reporting to: Sports Centre Manager

Hours of Work: You will be required to work 40 hours per week, flexible on a rota basis, 5 days out of 7 with a 30-minute unpaid break daily. (Shifts may include early mornings, evenings and weekends, to coincide with Centre opening hours to meet the needs of the Schools and the membership model).

Current working hours will be within the following times:

06.15am to 10.15pm Monday to Friday

07.45am to 5.15pm Saturday

08.45am to 5.15pm Sunday

08.45am to 5.15pm on a Bank Holiday

Operational hours will be:

06:30am – 10:00pm Monday to Friday

08:00am – 5:00pm Saturday

09:00am – 5:00pm Sunday

09:00am – 5.00pm on a Bank Holiday

Working hours and/or operational hours for the Sports Centre may be adapted to meet School or commercial needs with one months' notice.

Salary:	From £27,164.80 per annum (£13.06 per hour). Salaries are paid monthly in arrears into your nominated bank account.
Holidays:	You are entitled to 5 weeks paid holiday per year plus bank holidays. The holiday runs from 1 July to 30 June. Holiday can only be taken following prior authorisation from Sports Centre Manager and taking account of peak and off-peak periods within the Sports Centre. Attendance may also be required on Bank Holidays when the centre is open, for which you will receive a day in lieu. If holiday has been taken over and above that already accrued, we retain the right to make a deduction from your final salary. This will be the net equivalent for each day of the holiday taken.
Pension:	The postholder will be able to join the Sherborne School Support Staff Pension Scheme. Where eligible the postholder will be auto-enrolled into the Pension Scheme as per current legislation; further details may be obtained from the Director of Human Resources (Bursary).
Probationary Period:	In accordance with School policy, all appointments are subject to a six-month probationary period.
Medical Self Declaration:	The offer of appointment at Sherborne School will be conditional upon the provision of a self-declaration of physical and mental fitness to discharge the responsibilities of the role.
DBS Disclosure (Police Check)/ References:	As Sherborne School is registered to ask 'exempted questions' under the Rehabilitation of Offenders Act 1974, successful applicants will be subject to a criminal record check from the Disclosure and Barring Service before the appointment is confirmed. This will include details of cautions, reprimands or final warnings; further details are available upon request. This post is also subject to receipt of two satisfactory written references, one of which must be your current/last employer.
Postholder's Responsibility:	You share with all staff the responsibility to promote and safeguard the welfare of children and young people for whom you are responsible, or with whom you come into contact. In doing so, you are expected at all times to adhere to and ensure compliance with the School's Child Protection Policy Statement. If you become aware of any actual or potential risks to the safety or welfare of children in the School, you must report any concerns to the School's Designated Safeguarding Lead (Child Protection Officers).

Job Summary:

The Duty Officer will be responsible for the normal operation of the Sports Centre and junior members of Sports Centre staff during the shifts they are working as well as an additional core responsibility. They will provide safe, professional, and effective supervision at all times.

Duties - this is not intended to be a comprehensive list of the tasks that will be covered and other tasks will be undertaken at the direction of the Sports Centre Manager.

Leisure Facility Management

- Ensure the leisure facility is fully operational and staff and equipment are resourced and ready for customer use. Performing duties such as managing the setting up and take down of complicated equipment and maintaining the swimming pool (PH and chlorine levels).
- Solve day to day problems to ensure the leisure facilities service standards are met and maintained.

Front Line People Management

- Plan, organise and manage the allocation and rotation of staff into specialist roles such as fitness instruction, lifeguarding and reception duties to meet the daily programmed activities.
- Build effective team and individual relationships by supporting, motivating, and developing staff.
- Provide staff with open, honest, and clear feedback and decisive leadership during difficult/emergency situations, ensuring all staff adhere to agreed processes and procedures.
- Apply and adapt own leadership style to different situations and people to achieve desired outcomes.

Customer Service

- Be accountable for the customer experience during shifts including the management of complaints and feedback.
- Manage all customer comments and complaints quickly and effectively, with a clear resolution. Ensure these are recorded and analysed and put forward suggested recommendations for improvements where necessary to prevent any reoccurrence of problems.
- Ensure own and team's communications are delivered in a style and manner that is relevant to various customers including: adults, disabled, ethnic and minority groups, children, and schoolboys.

Legal and Compliance

- Monitor and review facility compliance with legislation and industry guidance, such as fire exit checks, changing room cleanliness, and pool water checks.
- Perform duties in accordance with the School's Health & Safety procedures and produce reports on any incidents, accidents, and occurrences.
- Ensure materials and equipment are used efficiently by ensuring correct use in accordance with manufacturer's instructions.

Business Support

- Promote the Sports Centre through effective use of materials and communication.

- Produce regular reports for the Sports Centre Manager on measures such as staff issues, customer complaints, events and incidents, cleanliness, and provide suggestions on how to improve the business.

Financial Responsibility

- Maintain accurate records of payments and ensure end-of-shift and end-of-day banking procedures carried out.

Instruction, Supervision and Coaching

- May have the opportunity to provide advice on the correct method and use of exercise equipment to individuals in the gym and devise individual exercise programs according to the age and fitness levels of participants.
- May have the opportunity to provide instruction in a variety of activities, such as group fitness classes, one-to-one sessions, and swimming lessons.
- May have the opportunity to provide lifeguarding supervision.
- Work on the reception counter.
- Assist in the cleaning and general maintenance of the Sports Centre during quiet times and ensure that equipment is maintained and correctly set up.

Additional duties will include overseeing one of the following core responsibilities as part of your role.

Events organisation

- Overseeing the organising, promotion and the running of member and community focused events at Sherborne Sports Centre. These events have previously included our Annual Sprint Triathlon, 10K race and Swimathon. The events are run with the guidance of the Sports Centre Manager and Operations coordinator, who work as a team to ensure that all health and safety and organisation of events are in place.

GP Referral

- Working alongside healthcare professionals to support GP referrals with induction, programming and monitoring their progress.

Swim School Organiser

- Managing all aspects of our swim school including lesson planning, sign-ups, promotion and parent teacher communication acting as a main point of contact for enquiries.

Career Development

- We support the development and career progression of employees with a structured training programme and performance-based banding criteria.

Other

- Be aware of the Duty of Care to students at all times.
- Assist the Sports Centre Manager with such duties as required.
- Opportunities to become involved in specific sports coaching may also be available.

Person Specification

	Essential	Desirable
Qualifications		<ul style="list-style-type: none"> Have a lifeguard qualification and hold an NVQ fitness qualification to level 2 standard or above.
Experience		<ul style="list-style-type: none"> Applications are welcomed from current Duty Officers, Fitness Instructors looking to progress their career, and individuals who have experience managing shifts and small teams who are seeking a move into health and fitness.
Skills	<ul style="list-style-type: none"> Written communication skills Ability to work well individually and as part of a team. Sound decision making skills as the Duty Officer will be expected to deal with conflict and complex situations. Excellent leadership skills to provide efficient and constructive communication to junior members of the team. It is essential that applicants have very good computer literacy skills in using Microsoft Office applications including Word, Excel, and Outlook, and can quickly understand other computer software packages (additional training will be provided on Sports Centre software packages). 	
Personal competencies and qualities	<ul style="list-style-type: none"> Excellent interpersonal and communicative skills, and confident in dealing with a wide variety of people. A dynamic individual with a 'can do' attitude, results driven approach, and attitude that demonstrates trust, openness, and respect, when dealing with people from all backgrounds and at various levels in the organisation, with a flexible approach to duties, tasks, and workload. Ability to be flexible, undertaking varied tasks and willing to 'muck in' as required. 	

The Duty Officer:

- must comply with School policies and procedures (to include the appropriate use of cleaning chemicals, incident and damage reporting, equal opportunities etc.)
- have an awareness of and display commitment to the relevant legislation and guidance in working practices in relation to the safeguarding of children and young people.
- will be required to attend training sessions arranged by the School.

Training Requirement for all Sports Centre Staff – this list is not exhaustive, and the post holder may be required to undertake other training as required by the School

Training	To be completed by	Frequency of training
Safeguarding (Child Protection) and Prevent Training	Before employment commences	As required
Emergency First Aid Training (if required within the Department)	Within the first week of employment	As required
Fire Awareness	Within the first week of employment	As required
Manual Handling	Within the first week of employment	As required
Display Screen Equipment (DSE) User	Within the first week of employment	As required
Induction training with Line Manager	Within the first week of employment	
Working at Heights	Within the first week of employment	As required
Fire Marshal	Within the first week of employment	As required
Lifeguard Qualification	Before employment commences	Dependent on expiry date

Paid course fees:

- Once the School has made payment for courses e.g., lifeguard, fitness instructor, coaching, should you fail to attend or complete the training course you will be required to reimburse the School the full amount.
- If you leave employment during the total period of the course or up to 12 months after completion of the course you will be required to reimburse the School half the cost of the course.

METHOD OF APPLICATION

To apply via TES, please submit the online application form, available via the 'Quick Apply' button, by the closing date - *please do not send in a curriculum vitae as we are unable to use them when short listing*

In the event of any queries please contact: *Miss Emily Old - Recruitment Manager*

Sherborne School

Abbey Road

Sherborne

Dorset

DT9 3LF

Tel: 01935 810502

Email: hr@sherborne.org

Closing date for applications: 9.30am on Wednesday 9 July 2025

Interviews are likely to take place: Wednesday 16 July 2025

PLEASE INDICATE ON YOUR APPLICATION IF YOU ARE UNABLE TO ATTEND INTERVIEW
DURING THIS TIME

Anticipated Start Date: As soon as possible.