



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
Salary:	£25,292.80 per annum (£12.16 per hour). Salaries are paid monthly in arrears into your nominated bank account.
Hours of Work:	40 hours per week, flexible on a rota basis, 5 days out of 7 (Shifts to include early mornings, evenings and weekends, to coincide with Centre opening hours) to meet the needs of the schools and the membership model.
Holidays:	5 weeks holiday per year plus Bank Holidays. Attendance may be required on Bank Holidays, for which time off in lieu will be given. Holiday only to be taken following prior authorisation from the Sports Centre Manager, taking into account busy periods.

Pension: The post-holder will be able to join the Sherborne School Support Staff Pension Scheme on the first day of the month after completion of two months service. Where eligible the post-holder 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.

References /Police Check: As Sherborne School is registered to ask 'exempted questions' under the Rehabilitation of Offenders Act 1974, successful applicants will be subject to receipt of a satisfactory criminal record check from the Disclosure and Barring Service (a "Disclosure") before the appointment is confirmed. This will include details of cautions, reprimands or final warnings. This post is also subject to receipt of two satisfactory written references, one of which must be your last employer.

Post-holder's Responsibility: You share with all School 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 Safeguarding (Child Protection) Policy. 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. 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

- 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.
- Provide instruction in a variety of activities, such as group fitness classes, one-to-one sessions, and swimming lessons.
- 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.

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.

Qualifications/Experience/Personal Qualities required:

	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 Thursday 3 October 2024

Interviews are likely to take place: Friday 11 October 2024

PLEASE NOTE ON YOUR APPLICATION IF YOU ARE UNAVAILABLE AT THIS TIME

Anticipated Start Date: **ASAP**