LISBURN & CASTLEREAGH CITY COUNCIL

JOB DESCRIPTION

Job Reference: JF3953

JOB TITLE:	Duty Officer
DEPARTMENT:	Finance & Corporate Services
UNIT:	Governance & Communications
SCALE:	PO2
DURATION:	Permanent Part Time
RESPONSIBLE TO:	LVI Services Manager
LOCATION:	Lagan Valley Island
HOURS OF WORK:	37 hours per fortnight Monday-Saturday (occasional Sundays subject to operational need) - shift patterns will incorporate the following requirements: - Early shift 7.30-3.30 - Late shift - 3-11 (on occasion later depending on events)

KEY PURPOSE OF JOB:

Responsible to the LVI Services Manager for the day-to-day facilities management of the Lagan Valley Island, supervision of staff and public within the building and outdoor areas including the canal, gardens, car parks and associated areas.

Required to cover the opening hours on a rota basis and carry out any specific or operational duties necessary to ensure the efficient and effective operation of the Lagan Valley Island Centre.
The post holder will undertake additional duties relevant to the post as reasonably assigned by the LVI Services Manager.

MAIN DUTIES AND RESPONSIBILITIES

1. To be responsible along with the other Duty Officers for the smooth running of shifts in relation to Facilities Management and to ensure that events and functions are set up and managed to the highest standards. As and when required assist with room set-ups and assembly of bleacher seating.

2. Responsible for the Administration Management Unit staff (i.e. Assistant Duty Officer, Receptionists, Porters and Front of House Staff), the public, contractors, etc. during opening hours. Keeping the Lagan Valley Island Centre Manager informed of rotas and any other relevant information, by means of verbal communication, written reports, computer records and returns.

3. To manage service contracts as required (e.g. Security, Cleaning and Catering) including undertaking the tendering process for these tenders when required, as directed by the Assistant Director of Corporate Service. To be responsible for a number of smaller contracts e.g.: Water, Postage, and Internal Plant Maintenance.

4. Oversee security arrangements of the building, its contents, opening and closing and act as a key holder, for which a degree of flexibility of working hours will be necessary in line with the needs of users of the Centre.

5. Liaise and co-operate with the Council's Health and Safety Officer, carry out risk assessments, provide appropriate training to employees, ensure that health, safety and hygiene standards and procedures are maintained along with the production of relevant Health and Safety Inspection reports and records. Manage the emergency and fire evacuation procedures. Liaise with the Council's Risk Management staff to ensure the Centre Management Business Continuity Plan and Centre Management Risk Register are kept up to date.

6. Participate in cross Council Working Groups as delegated by the LVI Services Manager.

7. Maintain and control the inventory of equipment, furnishings and stock, etc., ordering and issuing and keeping records and working within allocated budgets. Transportation of the Council equipment etc. via Centre Management van.

8. Maintain an element of flexibility in the performance of duties to meet the exigencies of service, carry out tasks as allocated, including the cover of rotas or duties within the Unit to cover for sickness, leave, staff vacancies and special events, etc.

9. To assist with sales and viewings of facilities of the LVI as appropriate. To also conduct tours for the public of LVI facilities, as and when required.

10. To provide shift cover for other Duty Officer's when on leave, sick or training

Note:

The post holder should be aware that the responsibilities and functional areas of the post may be subject to change as a result of organisational change. The Council therefore reserves the right to change the duties of the post by adding to or amending the range of functional responsibilities. The post holder will be required to be flexible and adaptable to meet the changing needs and requirements of the organisation.

PERSON SPECIFICATION – DUTY OFFICER

	Essential Criteria	**Method of Assessment**
Qualifications and Experience	**QUALIFICATIONS** It is **essential** that applicants have a minimum of: **1.1** A third level qualification (for example, an HNC, HND, NVQ Level 4, Degree) or equivalent. **AND** **EXPERIENCE** **1.2** Three years' employment experience in a supervisory role in a customer facing venue which caters for formal functions of greater than 150 people OR theatre venue OR conference facility venue. **1.3** Three year's employment experience in three of the following areas: • Coordination of functions/events; • Management of staff; • Duty management of a service sector facility; • Management of service contracts. *Where applicants do not hold the qualifications as outlined in **1.1** above, they must demonstrate a minimum of six years' experience as outlined in **1.2** and **1.3** above*	Application Form / Interview/ Pre employment check Application Form / Interview/ Pre employment check
Technical Competencies / Skills	**1.4** Competent in the use of Word, Excel, Lotus Notes/Outlook.	Assessment Test/ Interview
Special Conditions	Available to work evenings and weekends on a rota basis, which on occasions can extend beyond the normal hours of the rotas. To provide shift cover for other Duty Officer's when on leave, sick or training.	Self-Assessment
	Desirable Criteria	**Method of Assessment**
Qualifications and Experience	**EXPERIENCE** **1.5** Four years' employment experience in a supervisory role in a customer facing venue which caters for formal functions of greater than 150 people OR theatre venue OR conference facility venue.	Application Form / Interview

	1.6 Four years' employment experience in three of the following areas; • Coordination of functions/events; • Management of staff; • Duty management of a service sector facility; • Management of service contracts. *Where applicants do not hold the qualifications as outlined in **1.1** above, they must demonstrate a minimum of seven years' experience as outlined in **1.5** and **1.6** above.*	
Technical Competencies / Skills	**1.7** It is essential that applicants hold a full (i.e. not provisional) and current UK driving licence and access to a car or * have access to a means of transport which would enable the applicant to carry out the duties of the post. *Applies only to applicants who have a disability under the Disability Discrimination Act.	Application Form / Pre employment checks

We are an equal opportunities employer, and we welcome applications from all suitably qualified persons.

BEHAVOURAL COMPETENCIES – REFER TO ATTACHED GUIDE 'COMPETENCY FRAMEWORK FOR LOCAL GOVERNMENT'

The following behavioural competencies have been designated as essential behaviours that should be demonstrated in order to successfully perform this role. These behaviours will be assessed during the selection process. Applicants should refer to the attached competency guide.

Factor	Criteria	Essential	Desirable	Assessment Method
Behavioural Competencies	**1.2 – Leadership (Operational)** • Motivates others to achieve their objectives and organisational goals through involvement and providing feedback and support Provides and supports development to enable effective delivery	Yes		Interview
	2.1 – Managing Our Own Work (Operational) • Plans, structures and prioritises own work to achieve optimum results.	Yes		Interview
	3.2 – Influencing Outcomes (Operational) • Adapts style and approach to achieve effective outcome.	Yes		Interview
	3.3 - Meeting Customer Needs (Operational) • Establishes the needs of customers and strives to ensure that these are met.	Yes		Interview
	4.1 – Problem Solving and Decision Making (Operational) • Gathers information from a range of sources. Analyses information to identify problems and issues. Makes effective decisions and recommendations based on resolution agreement within an environment of trust, mutual respect and cooperation	Yes		Interview
	4.3 – Achieving Results (Operational) • Takes personal responsibility for making things happen. Shows motivation and perseverance in overcoming obstacles and achieving results.	Yes		Interview