



Regional Duty Officer

JOB DESCRIPTION

Role Purpose:

The purpose of this role is to ensure a professional service is offered to all community users of the Academies at all times

Key Accountabilities:

Reporting to the Regional Community Manager, this post holder will be accountable for

Main Responsibilities

- To be responsible for all community bookings from enquiry to the end of the booking.
- To deal with customer enquiries or issues (face to face, email or telephone).
- Be responsible for the security of internal premises and the immediate perimeter of the school building, calling for assistance if necessary.
- Ensure all areas of the building are safe and fit for the purpose of public use.
- Inspection of all areas prior to use by the public. Ensure all areas are safe, warm, well-lit and open access as per booking
- To ensure Academy policies are followed by all staff and customers.
- To have knowledge of the site layout including position of fire exits, fire extinguishers, fire bells etc...
- Ensure all accidents are recorded and reported to the appropriate personnel.
- To ensure the safe and appropriate use of the Academy by the clients and ensure premises are vacated according to booking hours.
- To act as a point of contact for all Lettings.
- To deal with the collection and safe storage of all monies.
- To report and record any defects in the building's fabric, which constitutes a hazard to staff, or the public's Health and Safety, to the Site Manager.
- To be responsible for their own personal security along with that of the other staff on site.
- Report and record all violent or aggressive incidents, which occur on site.
- Be responsible for all sports equipment i.e. badminton nets and posts, aerobic steps, cricket nets, goal posts etc; and to ensure that they are set up, put away and stored safely.
- Ensure all areas are clean and tidy; to implement any necessary action if this is not the case.
- Support Site team, if required, with general site maintenance duties, as directed by the Regional Community Manager.

This document was approved as follows	
People Development Director	Date: 01/04/20
Version	1.0



- Any other duties appropriate to the post as may be determined by the Regional Community Manager.

This document was approved as follows	
People Development Director	Date: 01/04/20
Version	1.0



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.
- Responsible for working in accordance with E-ACT's policy relating to the promotion of Equality, Diversity and Inclusivity

To 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.

This document was approved as follows	
People Development Director	Date: 01/04/20
Version	1.0



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.

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

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
--------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

This document was approved as follows	
People Development Director	Date: 01/04/20
Version	1.0



	<ul style="list-style-type: none"> • 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 • 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
Showing Team Spirit	<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

This document was approved as follows	
People Development Director	Date: 01/04/20
Version	1.0



KNOWLEDGE, EXPERIENCE & SKILLS

Requirement

E – Essential

Assessed at

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	Knowledge of cash handling.	X		X	X	X
	A commitment to safeguarding all customers in accordance with centre policies		X	X	X	
	Manual handling training desirable		X	X	X	X
	Lone working experience desirable		X	X	X	X
Experience	A person who has an active interest in work	X		X	X	X
	Experience of working in an educational environment		X	X	X	
Skills	A good team member, with team leadership skills.	X		X	X	X
	Ability to act on own initiative dealing with any unexpected problems that may arise	X		X	X	X
	Excellent communication and interpersonal skills	X		X	X	X
	Ability to identify work priorities effectively	X		X	X	X
	Strong organisation and problem solving skills.		X	X	X	X

This document was approved as follows	
People Development Director	Date: 01/04/20
Version	1.0