** JOB DESCRIPTION –** **Duty Officer**

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| **Title of Post:** Duty Officer  | **Location:** Share Discovery Village |
| **Accountable to:** Head of Outdoors |
| **Purpose of the Job:**Reporting to the Head of Outdoors the post holder will be responsible for the safe and effective running of the centre in the evening and overnight. You will look after the centre and its’ guests between the hours of 10.00pm and 10.00am**Responsible for:**Centre security, customer care and service in the evening, overnight and in the mornings  |
| **Salary/Hourly Rate:**£11.44/hr 10pm - 12am & 7am – 10am plus sleeping allowance | **Hours of Work: TBA** |
|  **Date: June 2024** | **Length of Contract: Seasonal**  |

**Principal Responsibilities:**

**The following duties must be carried out to the highest standard ensuring that all health and safety and PPE regulations are followed throughout.**

**As a DI you have overall responsibility to**

* Maintain a presence in the main areas of the centre between the hours of 10.00pm and 12am
* Midnight to 7am on call for any emergencies
* Be on hand for customers and guests, to deal with queries or issues with their accommodation etc., serve light meals, replenish resources etc.
* Assist with evening activities when necessary
* Ensure all common areas of the centre are cleaned, secured and ready for use the next morning
* Secure the centre at night, checking all doors and locking buildings and gates
* Be on call for any issues guests may experience during their stay
* Maintain a presence in the main areas of the centre between the hours of 7am and 10.00am and help with breakfast, clean up etc.
* Ensure the Share Village name and reputation is maintained at all times, remembering you are representing the organisation at all times.

**General Responsibilities:**

* Assist other departments as and when demand dictates.
* To attend all defined mandatory training
* To participate in regular supervision and annual appraisal, and help in identifying your own job-related development and training needs.
* To, at all times, undertake your role in a professional and courteous manner maintaining a high-quality standard of work, and to always work in accordance with the aims, values, and ethos of the Share Discovery Village.

**Benefits**

**Salary**:

**Holiday entitlement:** Commencing on 20 days per year (pro rata)

**Bank/Public Holidays:** The organisation recognises 11 Bank/Public holidays (pro rata)

Pension: The company offers an auto enrolment pension scheme

Other benefits include:

1 hour break/day

Use of the leisure suite

Free Meals

Free Parking

**This Job Description is a general outline of the post as it is currently perceived by The Share Discovery Village. It is not intended to be restrictive or definitive.**

**Each member of staff will have an individual work plan agreed with them following appointment to the post, which is aligned to the organisation’s strategic plan.**

**The responsibilities of the post may change in line with continuous improvements as The Share Discovery Village aims to meet its vision and objectives.**

**Please note all applicants will be bound by our safeguarding policy and will have to complete an enhanced Access NI check prior to confirmation of employment.**

**PERSONAL SPECIFICATION: - Duty Instructor**

Must be able to demonstrate all essential criteria whilst recognising the ethos of Share Discovery Village.

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|  | **ESSENTIAL CRITERIA** |  |  |
|  | Previous experience of working in the hospitality and/or voluntary sector.  |  |  |
|  | Ability to work as part of a team |  |  |
|  | Proactive, self-motivated and energetic. |  |  |
|  | Excellent communication, organisational and time management skills. |  |  |
|  | Excellent interpersonal skills. |  |  |
|  | Ability to work flexible hours, including evenings and weekends. |  |  |
|  | **DESIRABLE CRITERIA** |  |  |
| **10.** | Experience of working in the disability sector  |  |  |