



## Job Description

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**Post:** Casual Front of House Duty Supervisor  
**Post No:** LT7066  
**Grade:** 5  
**JE Ref:** A2172  
**Service Unit:** Leisure Operations

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**Job Purpose:** To assist the Site Managers in ensuring a high quality of customer care is provided by Boathouse staff.

To supervise the Front of House operation of the Boathouse, including outdoors on the boating lake, efficiently and effectively.

**Job Status:** Duty Supervisor

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**Responsible to:** Hospitality & Catering Manager, Leisure & Sports Operations Manager, Site Manager

**Responsible for:** Casual Front Line staff (including volunteers)

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### Main Duties and Responsibilities:

1. To effectively supervise all Front Line Staff and volunteers to ensure they maintain high standards of service and customer care.
2. In conjunction with other operational staff, be responsible for ensuring the health, safety and welfare of the public, Boathouse staff and volunteers.
3. To ensure effective delivery of services or activities across the Boathouse Café and outdoors on the boating lake.
4. To ensure that all Front Line Staff and volunteers comply with all health and safety legislation and policies and the licensing laws.
5. To be responsible for building security including opening and closing of the building, ensuring that the public conduct themselves in a civil and proper manner while using, entering and vacating the premises. To enforce Check 25 and ensure all licensing restrictions, terms and conditions and regulations are adhered to.

6. To ensure that cash handling processes are followed and all cash is stored safely in accordance with operational directions.
7. To liaise with visiting event partners to collate event information to ensure that the event operates efficiently and according to plan.
8. To ensure that all service areas are kept clean and presentable at all times and equipment is put away and stored safely and appropriately.
9. To supervise and assist in the selling of refreshments and boating activities when required and to be responsible for allocating certain monies for floats for the selling of above.
10. To be aware of and promote the future program of events within Burnley Leisure & Culture.
11. To train and support volunteers assisting with delivery of activities as part of day to day running of the service.

#### GENERAL RESPONSIBILITIES

12. To attend training identified as necessary to undertake current and future job requirements.
13. Adopt a high standard of customer care at all times. If a customer requires assistance, even if this does not directly relate to your job, make every effort to help or find someone who can.
14. Help to conserve energy by ensuring that the doors are closed and lights are switched off when rooms not in use.
15. To assist with deliveries and subcontractors working in the building.
16. To undertake such other duties and responsibilities as are commensurate with the salary grading of the post.

#### **Health & Safety**

Line Managers are required to provide a working environment that is safe and without risks to the health, safety and welfare of employees and others who may be affected. This is in accordance with the Health and Safety at Work Act, associated regulations and the Corporate Health and Safety Policy.

#### FOOTNOTE

This Job Description summarises the major responsibilities of the post. It is not intended to exclude other activities, nor future changes from the post holder's responsibilities.

#### **Equality Act 2010**

If you are a disabled applicant or an employee who has become disabled and this will affect your ability to do any of the above duties the Council will consider making some changes it thinks are reasonable.

Examples of changes may include providing equipment, making alterations to the workplace or changing some parts of the Job Description.



## Person Specification

POST: Casual Front of House Duty Supervisor

POST NO: LT7066

Selection Criteria:	Essential/ Desirable E/D	Means of Assessment: Application/Interview/ Presentation/Test/ Production of Certificate A/I/P/T/C
<b>EXPERIENCE</b>		
1. Experience of working in a front line position dealing directly with the public	E	A/I
2. Experience of cash handling	E	A/I
3. Experience of supervising staff	E	A/I
4. Experience of working as part of a team	E	A/I
5. Experience of the requirements and expectations of a diverse range of users	D	A/I
6. Experience of working in hospitality	D	A/I
7. Experience of working outdoors or around water	D	A/I
8. Experience of water safety processes	D	A/I
<b>SKILLS</b>		
1. Ability to liaise and work effectively with all users	E	I
2. Ability to work unsupervised to meet deadlines	E	I
3. Ability to motivate and supervise staff	E	I
4. Effective communication skills both verbally and in writing	E	I

Selection Criteria:	Essential/ Desirable E/D	Means of Assessment: Application/Interview/ Presentation/Test/ Production of Certificate A/I/P/T/C
5. Ability to manage time efficiently and prioritise dealing with difficult situations as they arise	E	I
6. Ability to lift and move equipment	E	A/I
7. Ability and willingness to complete a first aid training course or refresher course	E	A/I
<b>KNOWLEDGE</b>		
1. General knowledge of Health and Safety legislation and policies	E	A/I
<b>OTHER</b>		
1. Commitment to Customer Care	E	I
2. Willingness and ability to work outdoors	E	A/I
3. A flexible attitude and the ability to work unsocial hours including school holidays, weekends and bank holidays	E	A/I
4. Understanding of and commitment to Equality	E	I

February 2026