



By-Law No.4	SSCBC Duty Officer	Issued: March 2014
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In order to assist in the operations of the club, the SSCBC will create a new role:

- Duty Officer, Club Operations

Purpose:

- To provide a known point of immediate response and co-ordination of any Club safety or operational incident.

Reporting to:

The role will report to the Club General Manager. The role only becomes active in the event of an incident and they do not replace or supplant the normal Club operating personnel. The Club General Manager is responsible for briefing, training and rostering of a Duty Officer for all hours when there are activities at the club.

Responsibilities and Functions

- The Duty Officer Club Operations will be the central point of contact for all issues occurring within the club house, its lawn areas, car park and Lavender Hill.

The Duty Officer will respond to:

1. Medical emergency
2. Fire or building damage,
3. Breaches of Club Code of Conduct.
4. Club access and Compliance with Club By-Laws.

The Club General Manager will appoint and schedule the required Duty Officer and they may be drawn from club staff and qualified members who volunteer for the role. The Duty Officer may also have other responsibilities such as Regatta Manager, Security Officer or Restaurant Manager.

The Duty Officer will be present at the club for the time of their roster.

The names, photograph and mobile phone contact of the Duty Officer will be posted in the entrance to the club.

All members will be advised by email of the roles and how the Duty Officer will support members and guests.



FAQs

Why do we need this position?

We cannot expect experienced staff and office holders to always be on site especially during the summer where the club is open for long periods of time. The club assets are valuable and our obligations relating to such issues as safety and obligations under the Licensing Act are increasingly complex. We need to always have on site a person who carries the delegated authority of the General Manager and who has the ability to act as a central coordinator to initiate action within that authority, such as:

- Call police, ambulance, fire,
- Record details of a altercations or bad behaviour of members/guests,
- Make the first level response to an event or threat, but not own the event resolution.

Will a Duty Officer have more authority than a committee member?

Yes, when that Duty Officer is rostered on duty at that time. There will be a clear line of authority so that members know who is on duty and in charge at any given time. Committee members may assist the Duty Officer, but the DO has responsibility to act to the issue as per the training and directions from the Club General Manager.

Won't this undermine the authority of the person in charge of club activities such as races?

No. When regatta or training events are happening, the relevant staff and club officers are presumed to be present and in charge of those activities and may also act as the relevant Duty Officer.