

# The Role of Duty Officer

## Introduction:

The role of Duty Officer is essential for the safe and efficient running of club evenings. There is an expectation that all full members of our club carry out duties. It is therefore sensible that probationary members prepare themselves for their first evening as duty officer. The best way of doing this is to **shadow** a Duty Officer a couple of times towards the latter end of your six months as a probationary member. You can arrange this by contacting any full member (preferably not one fresh out of their own probationary period), and ask to shadow him / her. Take a note book with you to jot down any useful tips. The duty rota is to be found on the notice board behind the desk in the clubroom. You will see that duties come around about once every twelve weeks. The opening of our new ranges effectively means that we now have two areas that need the attention of a Duty Officer. This is why we have a buddy system in operation. As a Duty Officer you should take advantage of this. Well in advance of your duty evening, ask an experienced member to assist you for at least part of your duty evening. This way, you can divide responsibilities and have a less frenetic evening. One way of doing this would be to put a shout on our WhatsApp. Assume that you will not be able to shoot on the evening you have a duty.



There is a Duty Officer's checklist attached to this article. Make sure you take a copy with you to your shadowing, buddying and duty. It is extremely helpful. I will now walk you through the check list with the benefit of having made plenty mistakes myself over the years!

## Opening the club:

- *Collect keys from Safecar Security – You'll need your membership card*

The address for Safecar is: Bittern Rd, Sowton Industrial Estate, Exeter EX2 7LW. I am told that Sat Navs do not take you to the door. Here it is:

There is a barrier. Approach it on foot and

raise the attention of the security guard in the booth on your right. He will wish to see your membership card. You will sign for the keys. Depending on the traffic, it takes about 10 minutes to drive to the club from here.



➤ *Unlock gate, reattach the padlock and chain and scramble the code*

Try to arrive about 30 minutes before the official start to the evening. If it is dark, or will be by the time you leave, bring a torch. Sorting out the gate padlock and chain in the dark can be tricky. You may find it useful to have the necessary security codes in your phone. DO NOT ASCRIBE THEM A TITLE. The rotating numbers need to be exactly aligned or the lock will not open. There is a button on the bottom of the lock which needs to be pressed for the catch to open. Push the gates wide open. They may need to be persuaded to stay open. Reinstall the chain and lock on one gate and scramble the code.



- *Unlock clubroom door and cancel the alarm with black fob on the key ring by placing the fob next to the LCD display.*
- *Access the key safe in the old armoury (ask for this code before your duty)*
- *Remove the keys to the rest of the club including the one to the green ammo safe*



Your torch may come in handy here to see the dimly lit door code buttons. The door mortise key is one of the brass ones on the ring. Fear not, you have plenty of time to get to the control panel before the alarm goes off. Even if it does, it's not the end of the world so don't panic.

➤ *Turn on the lights and if necessary, the heaters, in the Scott Langley & Pin Brook Clubrooms.*

If you are on your own and move to the Pin Brook ranges, you can leave the door to the Scott Langley building locked with the mortise key. This saves having to keep using the punch code key. Once used, extracting the key from the Pin Brook door



Extractor / air intake switches

lock can be tricky. The light switch for the entry area is just inside the door on the wall to your right. The light switches for each range are located on a wall near the entry to each of them. The extractor and intake fan switches are on the wall between the prone and benchrest ranges. They are operated separately. These need turning on to at least the midway setting on the switch before shooting commences. The on / off switch is on the side of the larger box. The electric heaters in the clubroom are turned on independently



Clubroom heater with thermostat



and there are also controls on the heaters themselves. It's not on the check list, but you should turn on the monitor on the desk in the clubroom so that the ranges can be viewed from the desk. I suggest you ask for on-site help if you are not sure how to do this.

- *Check ammunition stocks (only count the ammo in the old green armoury safe.) Count the boxes of different types of ammo, and log on the duty sheet- should agree with previous sessions closing stock*

This can take a few minutes and you may wish avoid interruptions whilst doing it. You can take the duty sheet into the armoury to record the present stock of ammo. It should agree with the previous closing stock. If it does not, annotate the Duty Officer's form and inform a committee member. Early shooters can wait while you do this. Don't forget to look in the two draws at the bottom of the safe. They are easy to overlook.



The blue cash box



The old green safe

- *Check firearms are present and accounted for. Firearms are split between the club armoury and the right hand side armoury in the new range.*

### **New procedure in place as of Jan 2022**

There is a form on the back of each of the armoury doors. If a rifle has been legitimately removed from an armoury, it will tell us when it was removed, for what purpose, the date it was removed, who removed it, the date it was returned and the number of rifles in the armoury. **This is for club-owned rifles only.** If a rifle has been removed from the club and has not yet been returned, the **green column** will give you the number of rifles that should be in the armoury. If a rifle has been returned, the **purple column** will give you the number of rifles that should be in the armoury. All rifles kept in the old armoury will have a red sticker on their butt. All those in the new armoury will have a green sticker on the butt. If there are misplaced rifles, they should be put into the correct armoury. Then all you need check is that the correct number of rifles is in each armoury. If there is a discrepancy, **inform a committee member IMMEDIATELY.** You will find a list of numbers to call on the armoury doors if a committee member is not present.

- *Check the £50 cash float in the blue cash box, located on the chest in the old armoury.*

This should have been checked by the previous Duty Officer so should be correct.

- *Complete details at top of duty sheet*



Duty file

- *Keep armoury door locked during evening activities and especially if you are moving between ranges or not in the main club building*



Once the club is unlocked, **keeping the armouries secure is the most important responsibility of a Duty Officer.** It is essential that you are not distracted from this by the needs of other members or the duty checklist. The simplest way of handling this is to ensure that both armouries are kept locked if you or your buddy are unable to be there in person. Whilst it is true that club members are permitted to access the armouries themselves, there may be others in the buildings who are visitors to our club. All it takes is for a box of ammunition to be left out of the safe, the safe to be left open or keys left in an armoury door, for there to be the potential for serious incident. None of us has eyes in the back of our head. At times there can be up to 25 - 30 people in the club all milling around. Under these circumstances it may be impossible to monitor the armouries in person. As Duty Officer it will be for you to judge whether you can give an armoury key to a non-duty member or somebody you don't know. It will be your call but also your responsibility. As a minimum, ask for the keys to be returned immediately after the armoury has been locked and for you to and ask if the armoury has been secured. Keys should not be transferred between members such that you lose control of the situation.

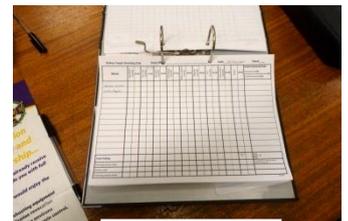


**Confidence:** This is key to your success as a Duty Officer. If you are uncertain, ask an experienced member or your buddy for advice. If you are uneasy about a developing situation, take control. This may temporarily inconvenience some members, but you are responsible for the moment, not them. Keeping a range closed until an experienced member / range officer is available to supervise probationer shooting for example, may be inconvenient, but also prudent.

## Evening duties

*Record the names of all shooters and take appropriate amounts of cash, issue ammo. Club rule – Sales of over 100 live rounds, must be recorded on the members FAC.*

There are two ways that a shooter's presence at the club is recorded; on entry and on exit. The Duty Officer is responsible for the former, and can remind members of the latter. On arrival, members should report to the Duty Officer in the clubroom. Their name should be entered on a dated sheet in the appropriate file, along with your name.



Duty file

The ring binder is sometimes left on the Duty Officer's desk in the clubroom, or it could be in one of the desk draws. There are two ways of doing this; either ask a member for his / her name for you to record, or ask them to write their own name. The latter is particularly useful if, like me, your memory for names can be a source of embarrassment! Ammo is only sold in the clubroom from the Duty Officer's desk. Experienced shooters will have no problem telling you exactly what ammo they require. You just need to get it from the armoury safe (or roll out the trolley safe which you could preload with ammo. Use of a trolley safe is under discussion at the time of writing).



Beginner shooters or Range Officers supervising them, may not know which ammo is currently in stock for them to use. Stock can vary depending on availability and price. As a general rule, the ammo with the lowest price is used for the least experienced shooters. It is important that members who do not hold an FAC should return any unused ammo to you for safe storage. Their ammo box should be clearly labelled with their name. You should remind any such member on giving them ammo, that they must return any unused rounds to you for storage. Sometimes, an FAC holder may ask for more than two 50 round boxes of ammo. It is not unusual for some members to ask for a whole brick of 500 rounds. In order for them to do this, **they must present their FAC for you to complete.** Without an FAC, members are only permitted to purchase up to 100 rounds in one go.

Current ammo prices are shown here:



All ammo purchases should be entered under the buyer's name in the appropriate log along with the type of ammo, the amount purchased and the price paid. Sometimes there are incidental incomes that need to be recorded on the same sheet as ammo. These could include trial membership fees, probationary fees or full membership fees. The amounts payable are written on the form. All cash / cheques / and receipts for electronic transfers should be placed in the blue cash box which should be kept locked.

- *Remind shooters to complete record of Shooting in folder*

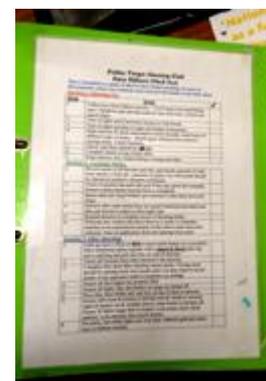
This is in fact a legal requirement. Some shooters may sometimes forget to do this. *Mea culpa!*

- *Welcome any visitor and direct them to a coach, committee member or an experienced member of the club to make them feel welcome. If possible, have the visitor complete the induction process and form for having a go, time allowing.*

If a visitor arrives at the club it is likely that they will have approached a member of the committee to make an appointment to do this. Lindsay currently fulfils this responsibility. The first visit is usually on a Wednesday evening when there is a full complement of experienced helpers. The 'have a go' and induction forms are currently found in the bright green file which lives on, or in a draw of the Duty Officer's desk in the clubroom.



Record of shooting folder



File containing 'have a go forms'



Your personal involvement in this process should only happen if you have the time to do so safely. Lindsay may contact you to let you know if newcomers are expected on your duty evening.

## Closing the club

- *Cash up, leave a float of £50, return cash box to top of chest in armoury. Leave as much change as possible. Place remaining takings together with a **signed and dated** cash slip in a cash bag and post into box on wall of armoury*

This is best done when you have a bit of peace and quiet after most members have left the club. In theory, this should be a simple exercise, but a miscount means starting over again. You will find your own way through this but I find it helpful to ensure that the cash box contains £50, including as much change as possible, and then move on to adding up the takings. All monies received, including electronic payment receipts and cheques should be tallied and recorded on a cash slip. Check that the monies taken for items agree with the amount in the cash box + the rest of the cash.



Draw on the left of desk containing cash bags and payment slips

The signed and dated cash and slip should be placed in a cash bag and 'posted' into the post box in the club room armoury located on the wall to your left as you enter. You may wish to put the cash box in the armoury whilst you complete your other tasks.

- *Check all firearms have been returned to both armouries.*

Use the same method of checking as you used under **Opening the club**.

**Report any discrepancy in the number of firearms to a committee member IMMEDIATELY**, after having first checked that all the ranges are clear of firearms. You will find a list of numbers to call on the armoury doors if a committee member is not present.

- *Complete duty sheet after checking ammo stocks (including the trolley safe). Closing stock should be opening stock less rounds sold and rounds used for training.*

Take the duty sheet into the armoury with you to record the ammo stock for each type in the 'Finishing ammo' row. There should be no partially used boxes in the green safe. You may now lock the safe and return the key to the key safe. **If there is a discrepancy in the ammo, make a note in the duty file and report this to a committee member IMMEDIATELY.**



Duty file

- *Switch off in all 4 ranges – switch off heaters, lights and fans.*

The fan in the old range will keep running for 20 minutes after it has been turned off.



- *Pinn Brook range – switch off clubroom heaters, lights and the two fans and close door. Check the 2 fire doors are locked. Return key to the same place from which it was collected*

The position of the switches are shown on the second and third pages in this brief. Leaving heaters on when the ranges are not in use is expensive! Double check this, particularly the wall heaters in the clubroom, including the one near the Duty Officer's desk. To lock the door to the Pinn Brook ranges, do not put the key in the lock. If a key is in the lock remove it. Firmly close the door and it will lock automatically. The key should be returned from whence it came.

- *Ensure green ammo safe in old armoury is locked. Return the keys to the key safe. Lock this armoury. Lock both armouries in the new building.*

Use it to lock the ammo safe and return the cash box.

- *Ensure 50 meter range door is locked and bolted.*

This door is at the end of the corridor that leads to the 25yd range attached to the club room. The door prevents access to possible live firing on our outdoor range.

- *Ensure clubroom and kitchen is left tidy and all windows secured, lights and heaters off, curtains drawn and water heater in the kitchen off.*
- *Set alarm by holding fob to LCD display twice, turn out lobby lights. Lock door. Padlock gate, ensure the PIN numbers are not showing by twiddling the cylinders.*
- *Return keys to SafeCar Securities*

Your torch will come in handy at this stage if it is dark outside. Take care that when you drive your car out of the club grounds that it remains on the forecourt of the gate. If the road is in use, there is a risk that your car could be hit in the dark if it sticks out onto the road. The chain needs to go around both gates and the gate latch slid into the closed position. The PIN numbers need to be scrambled. All you have left to do is to return the keys to Safecar Security. You will not need your ID for this.

Well done in completing your first duty evening! Remember, the more you do, the easier the process becomes. It may be worth reading through these notes before subsequent duties to refresh your memory. You could offer to buddy your own buddy the next time he / she has a duty. Nothing like familiarity to boost teamwork!



Happy duties,

Andrew (Training Officer)



# PTSC Duty Officer Procedures

<b>Opening the club</b>	
<b>1</b>	Collect keys from SafeCar Security - <i>You'll need your membership card</i> <ul style="list-style-type: none"> <li>• Unlock gate, reattach the padlock and chain and scramble the code</li> <li>• Unlock clubroom door and cancel the alarm with black fob on the key ring by placing the fob next to the LCD Display</li> <li>• Access the key safe in the old armoury (ask for this code before your duty)</li> <li>• Remove the keys to the rest of the club including the one to the green ammo safe</li> </ul>
<b>2</b>	Turn on lights and if necessary, the heaters, in Scott Langley & Pinn Brook clubrooms.
<b>3</b>	Check ammunition stocks. Only count ammo in the old green armoury safe. Count the boxes of different types of ammo, and log on the duty sheet — should agree with previous sessions closing stock
<b>4</b>	Check Firearms are present and accounted for. Firearms are split between the old armoury and the armouries in the new range
<b>5</b>	Check the £50 cash float in the blue cash box, located on the chest in the old armoury
<b>6</b>	Complete details at top of duty sheet
<b>7</b>	Keep armoury door locked during evenings activities and especially if you are moving between ranges or not in the main club building
<b>Evening duties</b>	
<b>1</b>	Record names of all shooters and take appropriate amounts of cash, issue ammo <i>Club rule – Sales of over 100 live rounds, must be recorded on the members firearms certificates</i>
<b>2</b>	Remind shooters to complete Record of Shooting in folder
<b>3</b>	Welcome any visitors and direct them to a coach, committee member or an experienced member of the club to make them feel welcome. If possible, have the visitor complete the induction process and form for having a go, time allowing
<b>Closing the club</b>	
<b>1</b>	Cash up, leave a float of £50, return cash box to top of chest in armoury Leave as much small change as possible. Place remaining takings together with a <b>signed &amp; dated</b> cash slip into a cash bag & post into box on wall of armoury
<b>2</b>	Check all firearms have been returned to both armouries
<b>3</b>	Complete duty sheet after checking ammo stocks. Closing stock should be opening stock less rounds sold and rounds used for training
<b>4</b>	Switch off in all 4 ranges — switch off heaters, lights& fans
<b>5</b>	Pinn Brook range: Check the 2 fire doors in the ranges are locked. Switch off clubroom heaters, lights & close door. Return key to the place from which it was collected
<b>6</b>	Ensure green ammo safe in old armoury is locked. Lock this armoury. Lock both armouries in new building.
<b>7</b>	Ensure 50 meter range door is locked & bolted.
<b>8</b>	Ensure club room & kitchen is left tidy & all windows secured, lights & heaters off, curtains drawn & water heater in kitchen off.
<b>9</b>	Set alarm by holding fob to LCD display twice, turn out lobby lights. Lock door. Padlock gate, ensure the PIN numbers are not showing by twiddling the cylinders.
<b>10</b>	Return keys to SafeCar Securities