

JOB DESCRIPTION – DUTY MANAGER

PURPOSE OF THE JOB

Lead the team to ensure the highest standards of service across all attractions and provide all visitors with an exemplary experience throughout the tour, café, retail and admissions, with particular emphasis on safety and quality.

KEY ACCOUNTABILITIES

Team

- Effectively lead the team in order to ensure that they provide highest levels of guest experience at all times.
- Manage the team performance and provide each team member with clear objectives and personal performance targets. Support all staff with regular and constructive feedback.
- Undertake attraction Duty Management function as required. Deputise for senior management in their absence, providing cover during colleagues' absences.
- Encourage a professional interest in health and safety by all team members.
- Ensure a high level of presentation, personal hygiene and that uniform guidelines are adhered to at all times.
- Ensure active monitoring of HR policies and practices to maintain compliance with all appropriate legislation at all times.
- Manage daily work schedules and rotas for the team in line with business demand.
- Manage the staff absence procedure by thorough record keeping and ensure any issues are highlighted to the relevant manager.
- Work flexibly across departments in line with the demands of the business.

Guest

- Be responsible for ensuring that the attractions departments run smoothly in both peak and off-peak periods.
- Ensure that the highest level of customer service is maintained at all times to provide the best service to the attraction's visitors.
- Deal with all customer complaints in a prompt, professional and thorough manner.
- Ensure that all areas of the attraction are presented to the highest standards with particular regard to cleanliness and maintenance.
- Be responsible for the safe operation of the facility providing first hand control of situations as they arise.
- Respond effectively to any incident on site which might require assistance of the emergency services.
- Have a full working knowledge of health and safety, emergency plans & procedures, first aid and disability discrimination legislation.
- Ensure all operations conform to legal regulations with regard to health and safety and food hygiene requirements.

Performance

- Ensure that the team operates effectively and efficiently within the attraction with the clear objective of maximising profitability.
- Set daily targets and goals for the team to ensure spend per head targets are achieved.
- Ensure on site cash handling procedures are being followed at all times.
- Support the Catering and Retail Manager in completing monthly stocktakes when required.

- Maintain the confidentiality of Continuum and its internal communications, records and commercially sensitive information.

Growth

- Contribute towards meetings and future development of the attraction.
- Actively encourage feedback from customers and implement any appropriate changes to improve the level of service offered.

This job description is not exhaustive and other duties or tasks may be required as specified from time to time in accordance with the job role.

PERSON SPECIFICATION

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Essential

- Previous work experience in a similar customer facing environment in a management or supervisory role
- Effective communication skills with internal and external customers
- A clear understanding of health & safety management
- Strong time management and work prioritisation
- Understanding of daily financial procedures, cash handling & till reconciliation
- Thrive on a challenge and driven to deliver
- Absolute discretion and confidentiality
- Interpersonal skills
- Good standard of numeracy
- Passion and enthusiasm for working in the tourism industry
- Creative thinking and problem solving skills
- A flexible, hand on, 'can do' approach
- Proven competence with Microsoft Word and Excel, and ability to use and maintain databases
- Ability to work weekends and some evenings if required
- Full UK driving licence

Desirable

- First Aid training/qualification
- Knowledge of Emmerdale and Coronation Street