

Job Description Post Title: Duty Manager

Reporting to: The Zone Manager

Responsible for: On Shift Duty/ Management & Play Activators

Overall purpose of the role

Duty Managers play a crucial part in the day to day operations of The Zone and forms part of the Zone's Management Team which is collectively responsible for the effective delivery of a range of services throughout the facilities. To promote the business, enhance customer satisfaction and the image of the Zone/HGCT. The Duty Management Team work within a shift pattern which includes working evenings and weekends.

Main responsibilities:

1. To ensure all parties are at the maximum of income, training of Play Activators and all other roles considered to enhance party sales.
2. Provide effective leadership and management of Play Activators
3. To deputise for The Zone Manager in his/her absence.
4. To assist in the development of the relationship between The Zone and all Departments within HGCT.
5. Motivate a pleasant culture of teamwork and continuous improvement, whilst retaining the emphasis on the financial income and expenditure targets.
6. To be responsible for the Health and Safety of all staff and visitors and to be the main first aider while on duty.
7. To supervise or undertake equipment set up and take downs according to the programme of activities. (This will involve lifting or moving of medium weight equipment)
8. To be responsible for the security of the building and equipment and to act as key holder.
9. To ensure compliance with all financial procedures as well as being responsible for the reconciliation and banking of income after every shift on an evening.
10. To monitor stock control measures and replenish stock levels through liaison with suppliers.
11. Assist in the development of The Zone and range of services in order to enhance the customer experience.
12. Ensure that the highest standard of customer service is delivered at all times.
13. Effectively deal with customer complaints and queries and aim to reduce or eliminate escalation of complaints.
14. To undertake regular checks on all facilities and equipment as well as housekeeping standards and take prompt action where remedial action is required. All opening/closing checklists carried out each day.
15. To be responsible for the proper securing of the building and its contents at the close of each business day.
16. Ensuring you are wearing correct uniform which complies with HGCT/The Zone dress code and abide by HGCT/The Zone policies and procedures at all times.
17. To support the Zone Manager with recruitment, induction, performance management and reviews for Play Activators including refreshing training for existing staff.

18. Duty Managers are expected to work a range of shifts within a set rota pattern that will include evenings and weekends as well as work on Bank Holidays. They also have a responsibility to undertake regular training and development exercises as a commitment to their own professional development as well as the development of The Zone.

19. As with all categories of staff, Duty Managers will act as Ambassadors for the Trust. This list is not an exhaustive list of duties but acts as a guide to the main objectives and responsibilities of the role holder. As well as this, the role holder will be expected to undertake additional duties as directed by the Zone manager.

Knowledge, Skills & Experience required

Essential Attributes

- Experience of working in a leisure setting
- Experience of dealing with the General Public
- Excellent communication skills
- Enthusiasm, energy and creativity
- Experience of working in a team
- A minimum of 3 GCSE's
- Proven commitment to Equal Opportunities
- Experience of working on own initiative
- Be able to work within clearly defined rules and under the supervision of The Zone Manager
- Be able to make independent decisions
- Computer Literate
- Food & Hygiene certificate (in-house training)

Desirable Attributes

- Experience working in a catering setting
- Trustworthy
- Detail-oriented
- A problem-solver

Contacts and Relationships:

To be able to work effectively with colleagues and be a team player and uphold a professional image towards parents, community users, students and other members of the public.

As the work may involve substantial access to children all successful applicants will have to provide satisfactory DBS disclosure at the enhanced level of their suitability to work with children before an appointment.

Responsibility for Resources:

To ensure that equipment or resources are used in the correct manner and the purpose for which they were designed. Will be responsible for the cleaning of equipment and following health and safety standards within a food outlet.

Work Demands:

- Hours of work will be shift rota as defined by The Zone Manager, flexible hours per week.
- To arrive at the designated premises in time to prepare for the commencement of the activities.

Physical Demands:

Work will require normal physical effort. There may be a need for some lifting of equipment and resources

Working Conditions:

The work will take place inside and involve some exposure to moderate heat, noise and busy surroundings.

Work Context:

The work involves minimal risk to personal safety injury, illness arising from the environment or participants.