

JOB DESCRIPTION

Job Title	Duty Manager – Part Time
Job Holder	
Responsible to:	Lead Duty Manager
Responsible for:	Duty Staff

Main Duties:	<p>To provide a quality, effective and efficient service to users of the facilities and to take a supporting role within the site to hit targets and maximise income opportunities. The position requires the post holder to have a general overview of the full range of duties and responsibilities of all staff employed within the premises.</p> <p>Supporting the Lead Duty Manager/Duty Managers in the day to day management and medium-term planning of the entire complex, including programming of sports bookings and operational management of sports and events facilities. The position entails working flexible hours to provide duty management cover at all times.</p>
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Responsibilities and duties relevant to this Role:

- To supervise all employees including reception, security staff, maintenance staff, cleaners and sports assistants employed by the Beacon of Light.
- Deliver a safe, clean and attractive environment for customers, team members and partners, ensuring all the building and surrounding areas are fit for purpose.
- Act as an Events supervisor when required helping show people around, acting as a point of contact and supporting Beacon Events manager.
- Ensure effective use and management of the Beacon of Light booking system.
- To ensure sound administration procedures are followed in line with the Beacon Operations Manual and ensure that reporting procedures are followed at all times.
- To ensure all Health and Safety and daily quality audit checks are completed in line with agreed schedules.
- Maintain regular contact with Senior Management team and deal with any issues efficiently and in a professional manner.
- Ensure all team members adhere to Beacon of Light appearance guidelines always while on duty.
- To ensure that all facilities, fixtures and fittings within the facility are maintained to a high standard internally and externally. Complete all weekly checklists and ensure that maintenance jobs are both recorded, reported and followed up on with the Lead Duty Manager.
- May be required to co-ordinate the ordering of stock / goods and services as required to ensure the Beacon of Light operates smoothly and effectively. Job will involve 'Manual Handling' duties for which full training will be provided.
- Take a hands-on role in Events and Sports facilities set up and breakdown with the support of the operations team.

- Support the Beacon of Light Management in achieving its short and long term operational and sales targets.
- As leaders in customer experience you will encourage and develop a passion for excellence in delivering exceptional customer service across the whole Beacon of Light team.
- Respond to frontline customer complaints as required.
- Ensure all accident and incidents are reported and recorded correctly.
- Manage, develop, communicate with, and engage the employees within your remit
- Manage local HR related issues and assist with HR administration, including performance reviews, performance management and absence reporting.
- Ensure booking timetables are fully serviced using resources from within and without the team
- Plan and organise facilities and equipment to ensure all Foundation, Partner, Club and customer needs are met.
- Build strong and lasting external business relationships with partners, clubs and customers. Engage with customers and provide feedback to comments.
- Develop strong relationships with marketing and the wider support teams to support the delivery of quality events.
- Responsible for the opening and closing of the Beacon of Light facility when on shift.
- Lead in the co-ordination of emergency situations and crisis management to ensure business continuity is retained.
- Identify facility improvements and ensure ideas are escalated through correct channels.
- Manage and ensure compliance with all aspects of Health & Safety / Quality Assurance / Environmental requirements across the facility.
- Ensure compliance with security requirements within the building and ensure the facility is managed in a safe and secure manner.
- Provide Duty Management cover on rotational basis and act as the responsible person at the facility for all escalation points where applicable for the facility.
- Ensure the effective use of equipment and materials. Monitor the use of materials and order stocks as necessary.
- Responsibility for cash handling and management of lost property when required
- Keep all site-based Company information manuals up to date and available.
- Such other duties as may be necessary from time to time, compatible with the nature of the post. It should be noted that this list is not exhaustive and serves simply to give an overall view of the position and key responsibilities of the post.
- Have a proactive approach to sales of facilities, engaging current customers and contribute towards attracting new customers.

Development/Donor responsibilities and duties:

- Contribute to the processes of forward planning and development of programmes.
- Identify PR opportunities and case studies

- Ensure targets are met and programmes are on budget
- Support the objectives and aims of the Beacon of Light, and associated companies as relevant, as provided in the Business Plans
- Attend relevant training and good practice events
- Assist in the delivery of Beacon and Foundation events

Administration and M&E responsibilities and duties:

- Following the Measuring Impact and Excellence Policy and Procedure to set impact measures, collect feedback, record and measure impact reporting internally and externally
- Work within the established administrative and financial systems to ensure smooth running and quality of projects
- Complete relevant day to day administration
- Produce accurate ad hoc reports as requested
- Answer internal and external queries in relation to your role in a timely and professional manner
- Ensure third party agreements, service level agreements, risk assessments, lesson files and session plans are up to date, in place and signed where relevant
- Ensure databases are updated on a regular basis with correct information
- Contribute to the Self-Assessment process and work to the agreed objectives for your team and the organisation

Behaviour and Professional responsibilities and duties:

- Maintain working practices in line with Beacon of Light Equality and Diversity, Health and Safety and Safeguarding policies; self-awareness of own responsibility in these areas
- Ensure regulatory and legislative requirements are met at all times
- Conduct should reflect the Staff Behaviour Policy (Code of Conduct); uphold Foundation core values (as shown below) at all times
- Maintain the highest level of professionalism and confidentiality.
- Attend working groups and CPD session as required
- Build strong internal relationships
- Work in collaboration with colleagues to achieve the end goal
- Ensure positive organisational messages and culture are maintained
- Contribute to good housekeeping across the facility
- Follow the laid down policies and procedures at all times

Equality, Diversity and Inclusion Statement:

All individuals will be treated equally and fairly in the application of this procedure. All reasonable requests to accommodate requirements in terms of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation will be made.

FOUNDATION OF LIGHT CORE VALUES
We work as a team We are professional We are proud of what we do and dedicated to achieving our goals We are progressive and forward thinking We are fully committed to achieving the best for our customers and communities We are passionate and enthusiastic

Please note - you may also be required to carry out other tasks, not listed, to assist in the efficient operation of our business. At all times you will be required to act in accordance with company policies, follow departmental procedures and maintain the highest level of confidentiality.

Acceptance of the job description by the Employee:
Signed

Print Name

Date

Last review date: **May 2019**
Next review date: **October 2020**

PERSONAL SPECIFICATION

Requirement	Essential (E) or Desirable (D)
Skills:	
Mentoring	D
Communication, oral and written	E
Planning and control	E
Team work	E
Work on own initiative	E
Interpersonal	E
Conflict handling and resolution	E
Creativity and imagination relevant to the workplace	E
ICT and administration	E
Ability to work under pressure and to tight deadlines	E
Group work facilitation	E
Multi-tasking	E
Ability to establish professional, effective working relationships with a range of partners, customers, colleagues and participants	E
Managing people	E
Qualities:	
Commitment	E
Flexibility	E
Honesty and trustworthiness	E
Motivation and enthusiasm	E
Patience and diplomacy	E
Persistence in the workplace	E
Determination to succeed and meet targets	E
Commitment to equality and diversity, safeguarding and health and safety	E
Flexible approach to working hours	E
Knowledge:	
Sound knowledge of events management	E
Sound knowledge of programming and planning in the leisure/sport industry	E
Development and management of external partnerships	E
Sound knowledge of up to date marketing techniques, trends and strategies	D
Public relations	E
Safeguarding	E
First Aid	E
Understanding:	
Delivery of exceptional customer service	E
Of the levels, abilities and ages of participants worked with	E
Of the need to work flexible hours to meet the needs of the charity	E

Commerciality	E
Workplace behaviours and conduct	E
Experience:	
Market research techniques and manipulation of data from software and databases	D
Planning and working to budgets	D
Meeting targets in the workplace	E
Monitoring and evaluation mechanisms	D

Qualifications (or recognised equivalent):	
First Aid	E
Driving Licence	D
ICT at Level 2	D
GCSE Mathematics and English at grade C or above	E
IOSH or NEBOSH qualifications	D