

JOB DESCRIPTION

# Post: Part-time Duty Manager

**Hours:** One day shift per week

One evening shift per week plus

One weekend every five weeks

**Reports to:** Operations Manager

**Date of last revision:** January 2020

## Main Purpose of Job

Duty Manager responsibilities include overseeing safe and effective daily operations within Mile End Climbing Wall, ensuring employee productivity, monitoring efficiency of all processed and creating an positive work environment for employees. You will meet regularly with senior management to stay up-to-date with organisational changes, issues and improvements. You will regularly make effective management decisions to allow a full range of facilitates to be available to customers.

### Key Elements of Job

**Supervision:**

* Supervise counter staff; assist with payroll sign off, record and report any absence (sickness or lateness) that may arise.
* Carry out staff briefings and give feedback regularly.
* Aim to arrange cover for all uncovered counter shifts (holiday, sickness or otherwise) in advance.
* Deal with any staffing problems or issues that arise during your shift, informing and reporting to the assistant manager.
* Ensure that all counter, rental and instruction equipment is working properly and any faults reported.
* Ensure that all tasks are carried out by staff efficiently in a timely manner.
* Ensure all stock is replenished and monitored regularly. Low stock levels should be reported to the manager responsible for ordering.
* Ensure that instructors follow the procedure for using lesson kit.
* Check instructor kit as required.
* Keep reception, counter and outside seating areas and clean and tidy at all times.
* Maintain good standards of hygiene in the canteen, shower, toilet and lobby areas
* Approve shifts daily using scheduling software

**Admin:**

* Ensure booking procedures are adhered to.
* Keep a good working knowledge of company procedures
* Answer customer email enquiries.
* Deal with any admin relating to the responsibilities detailed above.
* Ensure that forms required by reception are at a useable level regularly.
* Any filing generated by reception is done on a daily basis.
* Refund course fees when necessary with assistance of managers.
* Deal with customer comments/complaints that arise on your shift, forwarding on the manager responsible.
* Assist with social media content.
* Assist with performance management plans
* Attend regular staff meetings with line manager

**Key Holder:**

* Open and close the Centre as required, ensuring all procedures are followed.
* Ready the tills for opening.
* Preparing reception for opening to the public and ensure instructors are ready for their groups.
* Deal with any matters that may arise during your shift in a professional manner.
* Deal with any emergency situations and keep clear records
* Assist in the reporting of any ‘out of the ordinary’ incidents

**Individual Responsibilities:**

* Maintain PPE inspection programme in accordance with centre procedures and training.
* Act as lead on all kit inspection and train other members of staff to assist if required, meet regularly with assistant manager for guidance/development
* Keep up to date and clear records of PPE inspection programme
* Report any faults/trends to assistant managers if required
* Replace equipment when necessary and ensure all appropriate PPE is available for all centre activities offered.
* Organise and assist with events in the centre
* To undertake any other appropriate duties as may be reasonably required, on either a short- or long-term basis.

**Received on …………… Signature of post holder: …………………………**