

Job Description

Duty Manager

Hours of work: 14 hours per week, worked as 2 days per week, on a 3-week rota basis. The postholder will work 1 in 3 weekends, and occasional bank holidays.

College Lake is currently open Tuesday to Sunday, and closed on a Monday, except for bank holidays.

Rotas will usually be planned at least one month in advance. In addition to contracted hours, the postholder may be requested to assist with holiday and absence. Any mutually agreed additional hours will be paid via a specified equivalent hourly rate.

Type of contract: Permanent

Based at: College Lake Visitor Centre, Tring

Croner rank: 7

Job Purpose

To be accountable for the effective running of the visitor centre as Duty Manager (for rostered shifts)

Reporting Line

The post holder reports to the Operations Manager.

Line Management

This post has no direct line reports, however in the Duty Manager capacity will oversee all operations in a day and will be responsible for all staff and volunteers on site for that shift.

Key Tasks

- Accountable for opening and closing the centre - this includes appropriate handling of emergency site maintenance, cash handling and reconciliation, staff management and assisting with event/room hire.
- Responsibility for providing a positive experience for visitors to the centre, always promoting and engendering excellent customer service and handling issues in a professional manner.
- Troubleshooting staff and volunteer issues during the shift – including arranging cover for reception sickness during weekend shifts, and café staff sickness if café supervisor absent.
- Act as the duty manager and head fire marshal in the event of a fire alarm and other emergencies.
- To help ensure the centre is kept up to high standards of tidiness and cleanliness to comply with retail, catering and visitor service standards.
- Any other duties as delegated by line manager or the Chief Executive.

Person Specification

- Excellent organisational skills
- Ability to work under pressure
- Ability to handle cash accurately
- Ability to deal with the public, BBOWT members and volunteers in a friendly and professional manner in a variety of situations
- Ability to complete Level 2 Food Safety certification, First Aid at work and Fire Marshal training*
- Ability and willingness to demonstrate the BBOWT behaviours and values

* This training and certification may be attained within the first 6 months in post. A failure to pass these tests is likely to mean that the employment will be terminated.

Measurements Of Success

- Accommodating and flexible approach to teamwork in the visitor centre to allow the successful running of the site
- A happy and effective staff and volunteer visitor centre team
- Visitors' numbers and level of satisfaction maintained or improved