



Job Description

Job Title: Duty Manager

Reports to: Hotel Manager

1. Job Purpose

To oversee all areas of operations at the Elite Athlete Centre and Hotel, bedrooms, reception, restaurant and cafe, and where else needed, be the main point of contact for issues that may arise.

2. Job duties

Finance

- To ensure efficient production and use of stock
- To ensure orders are placed
- Stringent control of staff costs
- To adhere to imago banking and end of day procedures

Customer

- To ensure delivery of an exceptional experience to every customer, throughout all areas of the hotel and conference centre
- To maintain a high profile with our guests and concentrate on customer relations
- To relay customer feedback, positive or negative to the manager and sales team
- To adhere to the customer absolute standards

Staff

- To manage the duties of all subordinate personnel
- Manage all areas F&B, reception and Housekeeping when necessary
- Cover night porter when necessary
- To ensure compliance with established human resources procedures in all areas relating to employment and development.
- To ensure all staff attend any training workshops

Business Process

- To be committed and work to Investors in People, ensuring that you are aware of the business objectives and understand your role in achieving them.
- To attend all staff training workshop and put into practice all new skills learnt
- To liaise with sales and other members of staff, with regards to the days business needs
- To have knowledge of the IT systems, especially KX, and to ensure this is utilised to its maximum potential within the scope of the business.

Corporate and Social Responsibility

- To adhere to Imago's environmental policy

Other

- To undertake such other duties as may be reasonably requested and that are commensurate with the nature and level of the post.
- All duties must be carried out in a manner that supports Imago's commitment to equality and diversity.
- The post holder may be required to work outside of normal contracted hours if necessitated by the exigencies of the business.

- The purpose of the job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.
- All duties must be carried out in accordance with relevant Health and Safety legislation and imago's policies and procedures.

The above is designed to help you in the understanding of your role and is not intended to be a definitive list of your duties as flexibility in meeting company and guests' needs is required by all employees.

I confirm that I have read and agreed this job description which explains the main duties of my job.

Signed: _____ (job holder)

Print name: _____

Date: _____

Jul 2019, SG

Job Specification

Job Title: Duty Manager

Department / Section: The Elite Athlete Centre and Hotel

	Essential	Desirable
Experience	<p>Previous experience of working with people.</p> <p>Previous experience of working in a customer focused environment.</p> <p>Previous worked as a supervisor</p>	<p>Previous work as an assistant/Manager</p>
Skills and Abilities	<p>Excellent communication and organisational skills.</p> <p>Excellent interpersonal skills.</p> <p>Ability to work on own initiative and make appropriate decisions.</p> <p>Basic computer skills</p> <p>Punctual, flexible and reliable</p> <p>Proven customer care skills</p> <p>Evidence of good financial management</p> <p>Teamwork skills</p> <p>General knowledge of hotel industry.</p>	<p>Excellent knowledge of the hotel industry</p>
Education/Qualifications	<p>Good understanding of the English language</p> <p>GCSE or equivalent English and Mathematics</p> <p>1st Aid qualified</p>	<p>NVQ/ILM in related subject</p> <p>To the hospitality industry</p>

	NVQ/ILM level 2 in related subject CIEH Health & Safety Level 2 Food Safety Level 2	
Other		