

**JOB DESCRIPTION FOR NIGHT DUTY MANAGER  
MAY 2022**

A list of job duties associated with your job title is set out below. This job description is non-contractual and the Company reserves the right to amend, withdraw or depart from its provisions at its discretion. Subject to the Company's business requirements you may be required from time to time to undertake other work within your capacity and the Company reserves the right to amend the job title and/or job description from time to time, on a temporary or permanent basis, to reflect your own development or the Company's business needs.

<b>Job title</b>	<b>Night Duty Manager</b>
<b>Band</b>	<b>B3</b>
<b>Team</b>	<b>Operations</b>
<b>Purpose of role</b>	<p>To ensure all hotel night duties and services are performed to the highest standard; to ensure a high level of health and safety, customer care, quality and cost control is achieved. You will be the Duty Manager in charge of the hotel throughout your shift having full responsibility of the operation.</p> <p>The focus must be keeping our guests safe throughout the night while delivering quality and exceptional customer service.</p> <p>The role will require following company standards while being flexible with all customer's daily request. A seamless high quality, positive, friendly, engaging environment is essential.</p>
<b>Reports to</b>	<b>Reception Manager</b>
<b>Manages</b>	<b>N/A</b>
<b>Main duties</b>	<ul style="list-style-type: none"> <li>• To provide security cover and to deal with any emergency issues which may arise during the night</li> <li>• To maintain communication with the University Security Guards during the night shift</li> <li>• To set up meeting rooms as required for conferences and functions</li> <li>• To ensure all Health and Safety procedures are adhered to</li> <li>• To be aware of all relevant emergency and evacuation procedures</li> <li>• To ensure that the company procedures are followed when using Kinetic system, switchboard and / or any other system relating to Front of House duties and that any faults are reported immediately</li> <li>• To ensure that all company standards and procedures are followed as per Imago's policies</li> <li>• To ensure all public areas are maintained and cleaned on a daily basis</li> <li>• Maintaining and creation of all paperwork concerning conferencing</li> <li>• May be required to cover other departments of the hotel when the business levels require</li> </ul>

	<ul style="list-style-type: none"> <li>• Preparation of light snacks such as sandwiches, must be made in line with current food safety regulation</li> <li>• Identify customer needs and respond proactively to all their concerns</li> <li>• To have ongoing communication with all departments delivering the highest level of service and to highlight any opportunities in the operation.</li> <li>• Collaborate with the Reception Manager and other team members ensuring a fully competent operation, combining the smooth welcome and departure of our guests</li> </ul>
People skills	<p>Positive, open-minded outlook, innovative, flexible, and responsive to changing customer needs</p> <p>Strong communication skills. Ability to communicate effectively and listen to guests and team members</p> <p>Good judgement skills to determine reactions and responses and to make sound decisions</p> <p>Honesty to be able to build trust with hotel guests and team members</p> <p>Proactive problem solving to be able to come up with solutions and deliver a perfect outcome with ever changing information, requests within the operation.</p>
Technical skills	Experience working within a front of house hospitality operation.
Qualifications	Experience working within a front of house operation within a busy operation.

I have given a copy of the above to (insert name) and have explained all aspects of it.

Name of Manager (please print)

Signature of Manager

Date

I confirm that I have been taken through the above, understand it and have received a copy of it.

Employee name (please print)

Signature of employee

Date