



<b>Job Title:</b>	Duty Manager
<b>Reporting to:</b>	General Manager
<b>Contract:</b>	Full Time
<b>Rate of Pay:</b>	Competitive Rates

**Purpose of the Job**

To be integral to the smooth running of the events calendar on a day-to day basis, being instrumental to the development of our customer service culture, and to play a pivotal role in enhancing our front of house standards.

To be responsible for all areas of the operations whilst on duty, including but not limited to, Roller-Skating, Toby's Barn, with the potential to oversee/manage other projects as they develop.

**Key Responsibilities**

- Be front of house
- Ensure Health and Safety and legal compliance in all operational areas
- Be the day key holder
- Opening and closing
- Cash handling and reconciliation
- Ensure that all areas are guest ready for the relevant operational hours
- Oversee the general day-to-day operations and be integral to the smooth operations of the venue
- Strive to create a guests welcoming culture
- Analise customer feedback on a regular basis to share with the team and create effective action plans for improvement.

**Self-Management**

- Comply with company rules and regulations and provisions contained in the employee handbook!
- Comply with company grooming standards.
- Comply with time and attendance policies.
- Comply with policies relating to the safety and welfare of all staff including equal opportunities and discrimination laws.
- Actively participate in training and development programs and maximize opportunities for self-development.

**Customer Service**

- Demonstrate attributes in accordance with industry expectations and company standards including. Being attentive to guests and anticipating guests needs
- Accurately and promptly fulfilling guest's requests
- Maintain an elevated level of knowledge which affects the guest experience.
- Demonstrating a 'service with passion' attitude
- Taking appropriate action to resolve guest complaints., reporting any concerns to the General Manager
- Ensure mystery guest requirements are adhered to, ensuring analysis of the results are shared with the team and action plans are discussed with relevant HOD's
- Review and update existing standards to ensure competitiveness.

**Financial Responsibilities**

- Understanding of the budgets to ensure that you can contribute to its success.
- Manage departmental costing and expenses.
- Involvement in the annual budget process, contributing to revenue targets and departmental costs.
- Business Planning

- Contribute to the overall strategic plan of the business.
- Keep abreast of trends in your area and implement best practice initiatives.

**STATFOLD NARROW GAUGE MUSEUM TRUST LTD.**

**Registered Charity Number: 1176862**

Statfold Barn Farm, Ashby Road, Tamworth, B79 0BU | 01827 830389



**People Management**

Work with HOD's and HR to support in staff recruitment and training and development.  
Develop and support the delivery of statutory and departmental training where applicable.  
Coach, counsel the team providing constructive feedback to enhance performance.  
Regularly communicate with staff to maintain positive relationships.  
Take appropriate action with support from HR to address employee relations issues.

**Health, Safety and Security**

Familiarize yourself with Company Health and Safety Policies, and ensure your areas promote and comply with them.  
Take responsibility to rectify hazardous situations, accidents and near misses, reporting major areas of concern to your General Manager or designate.  
Familiarize yourself with property safety, first aid and fire and emergency procedures and actively enforce these in your area of responsibility.  
Ensure security incidents in your operational area are reviewed and corrective measures implemented to prevent recurring incidents.

**Risk Management**

Staff must:  
To understand and co-operate with the company to achieve compliance with Fire, Life Safety legislation.  
Take moral and legal responsibility for conducting themselves in their work so they do not expose themselves or others to risk  
Not promote or participate in horseplay, pranks, or practical jokes, which may result in an accident or injury.  
Not intentionally or recklessly interfering with anything provided in the interests of safety.  
Make careful use of safety equipment, such as gloves, goggles, aprons, overalls, shoes, and so on  
Return safety equipment to its designated storage area after use and reporting any equipment damage to the general manager.  
Take reasonable care when storing, handling, and using chemicals and dangerous substances, lifting, and carrying, and using or cleaning dangerous work equipment, including machines.  
Not undertake any activity which compromises their personal Fire, Life Safety, or the Fire, Life Safety of others  
Report all accidents, dangerous occurrences, or hazards, no matter how minor, to the supervisor or Heads of Department  
Ensure that staff are adequately Managed.

**General**

Comply with the Company's Corporate Code of Conduct  
Perform tasks as directed by the Manager in pursuit of the achievement of business goals.

**Skill & Qualifications**

DESIRABLE  
Accredited Qualifications  
Basic level of literacy and numeracy  
Basic computer skills  
Non-Accredited  
Skills, Knowledge & Experience  
Good communication skills  
Previous experience working in a similar environment.  
Experience working in a fast-paced environment.  
Dealing with large volume of external customers

**How to Apply**

Please send all CVs and covering letters to: [rob.taylor@statfold.com](mailto:rob.taylor@statfold.com)