

# Job Description and Personal Specification

## Duty Manager

<b>Contract type:</b>	Permanent contract
<b>Location:</b>	Lift Youth Hub
<b>Hours:</b>	33hrs per week
<b>Practical requirements:</b>	Daytime, evening, and weekend shift work
<b>Reports to:</b>	Operations Manager

## Job description

### What is the overall purpose of the role?

- Reporting to the Operations Manager, this role is responsible for the day-to-day supervision and safe operation of a youth hub whilst on shift. This post also plays a key role in delivering our business development objectives and customer service standards.

### Key activities and responsibilities

- Ensuring the building is open and closed safely as per opening and closing hours
  - Carrying out daily building maintenance and equipment checks
  - Ensuring that all rooms are clean and correctly set up ready for bookers or youth workers
  - Cleaning, and supervising others who clean, ensuring high level of tidiness and hygiene is kept throughout the building, both inside and out, at all times
  - Meeting and greeting customers and potential customers into the building, identifying their needs and seeing if these can be met
  - Conducting tours of the building, identifying relevant areas of interest
  - Checking any front of house income and ensuring safe storage of money
  - Ensuring car park is managed as per instruction
  - Writing up an end of shift report and communicating issues to relevant person
  - Ensuring all policies and procedures for the safe and smooth running of the buildings are implemented throughout your shift
  - Ensuring any promotional material is in date, relevant and neatly displayed
  - Ensuring that our 'no poster policy' is implemented at all times
  - Working closely with and supporting the youth team to ensure that the building is ready for youth sessions and the atmosphere is welcoming and safe
  - Acting as emergency coordinator and liaising with emergency services in any emergency
  - Administration of first aid
  - Act as a role model for young people, inspiring them to engage in the services and understand and appreciate the practicalities of running a busy building
  - Any other duties as would be expected of a duty manager in a youth hub
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## Personal Specification

### **1 You are**

- 1.1 Friendly, cheerful, positive and self-driven
- 1.2 Able to work flexibly to ensure the highest levels of customer service

### **2 Education, qualifications or experience**

- 2.1 Experienced in facility management with a good knowledge of health and safety
- 2.2 A leisure management qualification is desirable
- 2.3 A first aid at work qualification is desirable
- 2.4 Experienced in working with young people

### **3 Knowledge, skills and abilities**

- 3.1 Good organisational skills with ability to prioritise effectively and multi-task while working to deadlines in a busy fast-changing environment
- 3.2 Good administrative skills with experience in a range of software and systems
- 3.3 Good communication skills with the ability to communicate effectively to a wide variety of stakeholders both internally and externally
- 3.4 Ability to write short reports
- 3.5 A believer in strongly supportive environments, sharing and being open with colleagues
- 3.6 A working understanding of safeguarding children and young people and how to maintain appropriate professional boundaries
- 3.7 A working understanding of equality and diversity with the ability to challenge discriminatory behaviour