

Job Description

Duty Manager

Job Title:	Duty Manager
Responsible To:	Operations Manager
Direct Reports:	All Line Managers and Staff
Place of Work:	Based at iceSheffield, but may be required to work in other facilities run by Sheffield International Venues

Purpose of Job:

- To provide a constantly high standard of service in accordance with standards set by Sheffield International Venues and appropriate authorities.
- To ensure safety of customers and staff by ensuring all procedures and safe working practices are adhered to.
- Provide the highest possible level of customer care in all areas, in line with the company's mission, vision and values.
- To co-ordinate and develop the various customer service requirements throughout the centre providing an exceptional experience for every customer on every visit.
- To coordinate and develop the venue training function by organising training and meeting calendars across all departments.

Key Responsibilities:

1 Core Values

- To promote the Company's Core Values through personal behaviour and be challenging behaviour in others that is contrary to the Core Values.

2 Customer

- To ensure that Customer Service standards are utilised and that every member of the team is focused on providing customers with a positive experience.
- To liaise with all departments providing a clear communication network for both staff and customers.
- To actively encourage and collate all customer/staff feedback through customer comments forms, verbal feedback, emails, websites, customer forums, customer feedback days, staff training, direct interaction with customers etc.
- To respond positively to all customer/staff feedback, recording all feedback onto a data base.
- To communicate feedback to relevant managers, ensuring where necessary they respond to said feedback and action points are recorded.
- To communicate back to customers using a variety of methods any action taken.

- Take responsibility for the customer comments boards, ensuring all leaflets are readily available.
- Coordinate Customer Forums/Users groups as agreed within the corporate plan.
- Coordinate the in-house Staff Suggestion, Employee of the month and “Who made your day” Schemes

3 People

- To manage and further develop staff training within the departmental training sessions.
- To audit individual staff and department training and meeting plans and feed this information directly back to staff and line managers setting action points.
- To attend meetings to ensure good communication is achieved across all departments.
- To ensure effective time management maximising customer and staff contact on a regular basis. This will require early morning, evening and weekend shifts.
- To carry out annual staff performance reviews and job chats in line with SIV’s procedure.

4 Business Development

- To deliver repeat customer business through the effective day to day operations of the centre, including the delivery of events.
- To assist with Coordination or events and ensure effective communication through all departments and managers.
- To work as part of the Operations and Facilities Team to deliver projects and to contribute to management meetings with a view of ensuring the ongoing development and success of the centre.
- To review all relevant operating policies and procedures as and when required (a minimum of a yearly review).
- To complete quarterly reports to demonstrate service levels achieved.

5 Operations

- To undertake Duty Management shifts ensuring that the companies policies and procedures are adhered to at all times.
- As Duty manager to assume responsibility for all departments in the absence of Departmental, Operational or General Manager.
- To ensure adherence to all management check lists and assume responsibility for Emergency situations (e.g., fire, bomb threat etc)
- Competently manage the pool plant systems.
- To assess business levels, functions and special operational issues at start of shift.
- To assess change to business levels throughout the day and react accordingly.
- To ensure adherence to Companies rules (e.g., Staff appearance, behaviour etc)
- To ensure that on a day to day basis the staffing structures in each department are in place as agreed by the General Manager.
- To take disciplinary action where appropriate.

6 Key Performance Indicators

- To assist in the delivery of all key performance indicators for the venue as set out in the Corporate Plan.

7 Health and Safety

- To work with the sites appointed health and safety officer ensuring that the day to day operations of the centre adhere to the Company's health and safety policy and procedures at all times.
- To deal professionally with public authorities (e.g. Fire officer etc)
- To ensure professional accident and incident reports are completed and submitted.
- Adhere to the Company's health and safety policy and procedures at all times.

8 Quality

- Within role co-ordinate and prepare the venue for the Quest assessments.
- To arrange regular mystery shopper visits to site, evaluating and putting together actions following review.
- Assist Business Quality and HR Manager with relevant benchmarking opportunities.
- To produce an annual customer services plan with clear measures which will be reviewed in a standard report format every financial month.
- To input into the Quest process by taking ownership of the mystery visit and other relevant sections of the Quest monitoring system.
- To produce and monitor an annual training and meeting calendar which covers all departments training needs and ensures all statutory training requirements are fulfilled.

9 Financial

- To meet agreed financial targets incorporating all areas of spend within the job holder's control.
 - To help develop the roles of customer care and training with an aim of clearly defining the financial benefits of improving the standards and service at site.
 - To input information as required into relevant business information reports.
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- To undertake any work related duty appropriate to the post, as requested by Line or General Manager.