

MISSION STATEMENT; “ To assist all young people in reaching their full potential, by offering Christian love through Sport, Creative Activity and Adventure, in a caring, accepting, safe environment - sharing enthusiasm and building respect and self-esteem through relationships.”

DUTY MANAGER

Job Description & Personal Specification

Overview

Centre:	King's Park Conference Centre
Position:	DUTY MANAGER
Reporting to:	Business Manager
Hours:	part or full time (22.5 -37.5 Hours including evenings, weekends and bank holidays)
Role Type:	Permanent, Part Time, Shift Work
Overall Purpose:	To assist in the day to day running of the King's Park Conference Centre, ensuring that the needs of all user groups are met to the highest possible standard.

Job Description

- To contact group leader prior arrival to confirm their requirements and ensure all departments receive the correct and relevant information. To ensure that all details on the booking system are accurate and recorded.
- To set up Conference rooms, PA system and other facilities as required by guests.
- To ensure that the conference centre is clean and ready for groups arriving to their conference and to maintain the cleanliness in the main areas.
- To meet group leaders on arrival and co-ordinate check-in, welcome talks, ensuring all groups are relevantly briefed including Emergency Procedures, Security and site details.
- To be responsible for issuing keys and maintaining them.
- To ensure the smooth operation of Guests' programme by liaising with catering, house and maintenance team.
- To support the operation of the shop and coffee bar, managing till, petty cash and stock.
- To ensure coffee and tea points in the main area are ready for guests in cooperation with the catering team.
- To always be available for groups when on duty, ensure that the reception desk is covered at all times and phones are answered. To sign in visitors, contractors and deal with deliveries.
- In cooperation with the catering team to check and oversee the dining room, ensuring preparation is complete and everything is ready on time for the guests.

King's Park

- To open the centre at the beginning of the day and follow lock up and security procedures at the end of the day.
- To assist with fire procedures and training, taking part in training programmes as directed by the Business and Hospitality Managers.
- To respond when first aid is required.
- To attend regular meetings about bookings, staff issues, working systems etc.
- To assist with administrative issues and be familiar with social media like Facebook etc. and with the Microsoft Office package (i.e. Word, Excel, Power Point, Publisher and Outlook).
- To help with any other operational procedures as required.
- To maintain and follow the Christian values in the day to day operating of the centre and within staff relationships and attend at prayer times where possible.

Personal Specification

Attributes	Essential	DESIRABLE
Job Specific	<p>Good understanding of a Hospitality environment</p> <p>Precise attention to detail and accurate administrative skills</p> <p>Previous experience in a customer services role</p> <p>Ability to meet targets and deadlines as set by management</p> <p>Competence in Microsoft Office package (Word, Excel, PowerPoint, Publisher and Outlook) and Facebook).</p>	<p>A working knowledge of catering/hospitality operations</p> <p> Holds a current Food Hygiene certificate</p>
Personal Qualities	<p>Ability to plan, organise and prioritise own workload</p> <p>Excellent verbal and written communication skills</p> <p>Ability to form positive relationships with colleagues and guests</p> <p>Flexibility and ability to adapt, be self-motivated and pro-active.</p> <p>A committed team player</p>	

This job description dates from July 2021 and may be subject to review at any time as deemed necessary.