

## **Job Description**

### **Duty Manager**

**Hours of work:** 14 hours per week, worked as 2 days per week, on a 3-week rota basis. The postholder will work 1 in 3 weekends, and occasional bank holidays.

College Lake is currently open Tuesday to Sunday, and closed on a Monday, except for bank holidays.

Rotas will usually be planned at least one month in advance. In addition to contracted hours, the postholder may be requested to assist with holiday and absence. Any mutually agreed additional hours will be paid via a specified equivalent hourly rate.

**Type of contract:** Permanent

**Based at:** College Lake Visitor Centre, Tring

**Croner rank:** 7

### **Job Purpose**

To be accountable for the effective running of the Visitor Centre as Duty Manager (for rostered shifts). To support effective running of Visitor Centre retail space.

### **Reporting Line**

The post holder reports to the Operations Manager

### **Line Management**

This post has no direct line reports, however in the Duty Manager capacity will oversee all operations in a day and will be responsible for all staff and volunteers on site for that shift.

### **Key Tasks**

#### **Shop**

- Responsible for managing College Lake Visitor Centre shop stock, negotiate contracts, place orders and propose new products that align with range and BBOWT values to facilitate achievement of financial goals.

#### **Duty Manager**

- Accountable for opening and closing the centre - this includes appropriate handling of emergency site maintenance, cash handling and reconciliation, staff management and assisting with event/room hire.
- Responsibility for providing a positive experience for visitors to the centre, always promoting and engendering excellent customer service and handling issues in a professional manner.
- Troubleshooting staff and volunteer issues during the shift – including arranging cover for reception sickness during weekend shifts, and café staff sickness if café supervisor absent.
- Act as the duty manager and head fire marshal in the event of a fire alarm and other emergencies.
- To help ensure the centre is kept up to high standards of tidiness and cleanliness to comply with retail, catering and visitor service standards.
- Any other duties as delegated by line manager or the Chief Executive.

## **Person Specification**

- Excellent organisational skills
- Ability to work under pressure
- Ability to handle cash accurately
- Ability to deal with the public, BBOWT members and volunteers in a friendly and professional manner in a variety of situations
- Ability to complete Level 2 Food Safety certification, First Aid at work and Fire Marshal training\*
- Ability and willingness to demonstrate the BBOWT behaviours and values

\* This training and certification may be attained within the first 6 months in post. A failure to pass these tests is likely to mean that the employment will be terminated.

\*\*This role requires a satisfactory Disclosure and Barring check (DBS) checked at basic level.

## **Measurements Of Success**

- Achievement of retail income and expenditure goals
- Accommodating and flexible approach to teamwork in the visitor centre to allow the successful running of the site
- A happy and effective staff and volunteer visitor centre team
- Visitors' numbers and level of satisfaction maintained or improved