



DUTY MANAGER JOB DESCRIPTION

Reports to

Operations Manager

Direct Reports

Customer Service Operatives and Facilities Cleaner Seasonal

Working pattern

24 hours per week to work weekends, evenings, and busy periods on a rota basis. This is a Friday, Saturday and Sunday position.

Main objective

To ensure the safe and effective operations and high levels of customer satisfaction of all commercial activities at Folkestone Harbour & Seafront.

Main duties

1. Supervise the site ensuring the smooth operational running of the site.
2. Work closely with the Operations Manager to ensure a safe, compliant, well maintained and operationally successful site.
3. Ensure Safety always remains our number one priority. Making us a safe attraction for our visitors and team alike.
4. Propose and implement continuous improvements to operations and the customer experience.
5. Collaborate closely with all other employees to ensure operational, safety and security excellence for the site.
6. Manage a Customer Service Team ensuring their high level of performance. Including creating and delivering all necessary training and standards for the team.
7. Ensure all areas are clean, tidy and safe for visitors.
8. Manage on site security for operations and events through third party security and the Harbour Team.
9. Ensure the site is opened and shutdown successfully each day.

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10. Ensure correct waste collection and storage as per the Trader Charter.
11. Hold a Personal License ensuring compliance with the Premises License.
12. Ensure that the principals of the Licensing Act are upheld, and a Challenge 25 Policy is active.
13. Ensure all traders adhere to their agreed lease terms, the trader charter, and set opening hours.
14. Give permission for trader closures if weather is forecasted to or is creating dangerous conditions.
15. Ensure traders are professionally communicated to and kept updated at all times.
16. Have a professional working relationship with all traders to facilitate an environment for them to successfully trade within.
17. Ensure all traders are delivering exceptional customer service standards and the highest quality of food and beverage provision.
18. Feedback to the Operations Manager on trader financial performance, customer service and food and beverage provision standards and compliance.
19. Confirm to the Operations Manager if traders are in breach of their lease, the trader charter or opening hours.
20. As directed by the Operations Manager work with traders to create improvements to operations and the customer experience.
21. Operationally manage events and animations, including the risk assessment process, setup, hosting and clear-down.
22. Ensure all areas of Folkestone Harbour and Seafront are presented to the highest possible standards.
23. Assist with and make recommendations for setting up new systems/procedures for managing and operating Folkestone Harbour and Seafront.
24. Stay aware of the safety and security of the site, using personal walk-about and visual inspections.
25. Comply with all health & safety policies and procedures, both on a routine basis and in the case of any emergency.

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- 26. When assigned to take instructions from the Operations Manager for detailed tasking.
- 27. Undertake work-related training and maintain qualifications as directed.
- 28. Attend meetings as required.
- 29. Complete any other task reasonably associated with the role as requested by Management.

The description above is intended to describe the general nature and level of work being performed by the job holder. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.

We reserve the right to change, modify or cancel any of the above or items in line with business needs.

Signed:

Print Name:

Date:

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principal place of business Strand House, Pilgrims Way, Monks Horton, Ashford, Kent TN 25 6DR
Registered in England, Registration No LP011912



DUTY MANAGER PERSON SPECIFICATION

	Essential	Desirable
EXPERIENCE & PERFORMANCE		
Duty management experience within a customer service business with a commercial focus	✓	
Duty management experience of successfully running commercial operations	✓	
Proven track record of successfully delivering constant business improvements	✓	
Successful delivery of safe and effective operational standards	✓	
Established customer service industry experience	✓	
Experience of managing and inspiring people	✓	
SKILLS		
All-round business management skills and experience	✓	
Great time management and always act in a timely manner	✓	
Always professional with high personal standards and expectations of others	✓	
Highly organised with an eye for detail	✓	
Able to lead from the front	✓	
Able to implement business change and positively channel this through others	✓	
Able to support and develop staff as individuals	✓	
Able to work with others, network, and positively influence others to gain the desired outcome	✓	

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KNOWLEDGE		
Understanding of the day-to-day activities of Folkestone Harbour & Seafront		✓
Understanding of food & beverage operational and service standards		✓
Demonstratable understanding of operational excellence	✓	
Thorough understanding of health & safety requirements	✓	
Knowledge and experience of event management		✓
Knowledge and experience of visitor attraction management		✓
ATTRIBUTES		
Positive attitude to new ways of working, with a record of responding flexibly to ad hoc requests and organisational change	✓	
Allrounder able to successfully turn hand to any task	✓	
Enthusiasm for customer service excellence	✓	
Smartly presented at all times	✓	
Reliable, punctual, trustworthy and flexible	✓	
Great communicator at all levels	✓	
Commercially focussed; at your core you want to generate business success	✓	
Display innovation, entrepreneurial flair and professionalism	✓	
QUALIFICATIONS		
Personal License Holder		✓

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