

**DUTY MANAGER**

**Overview of the role – Key Elements**

The duty manager is responsible for ensuring that the entire retreat operates efficiently and effectively from an operational perspective on a day to day basis. Providing outstanding customer service, by maintaining a calm, professional and safe environment in the retreat at all times.

The scope of accountability focuses strongly on, customer service, and the daily operation of the retreat, by providing strong leadership for staff, whilst supervising and supporting job performance, upholding and implementing the retreats policies and procedures through effective management.

The duty manager role is intended to help all staff know who is in charge at any time at the retreat. They will also help with decision making, and accountability so that staff (and guests when appropriate) know where to direct their questions, problems, and complaints. This is a hands-on role, involved in the day-to-day running of the retreat, which may include covering reception duties, or helping in all departments if when the need arises.

<b>Accountable to:</b>	Direct Report – Senior Duty Manager
<b>Accountable for:</b>	Indirectly all staff

**Key Responsibilities:**

**Key Tasks:**

- Responsible for the overall management of the operation of the retreat and staff communication whilst on shift
- Meeting and greeting guests in a warm and friendly way, the LCR way.
- Managing any sickness or absence issues for staff during the shift, including arranging emergency cover as required with the relevant HOD.
- Monitoring that sufficient resources are maintained in all key areas during their shift to meet the needs of the business and stepping in to help out staff when appropriate.
- Monitor the co-ordination between all departments for smooth & efficient running of the retreat
- Assessing and reviewing guest satisfaction
- Dealing with contractors and suppliers
- Making decisions and solving problems - analysing information and evaluating results to choose the best solution
- Manage and ensure the resolution of all guest issues, responsible for dealing with any complaints guests may have. Liaise with guests about issues they may have and work with them for the best resolution to the problem for both parties. Escalate when appropriate.
- Assist with developing and implementing policies and procedures for the running of the retreat
- Embracing and enhancing the reputation, appearance and integrity of the retreat by helping to create a work environment that engenders positive energy, creativity and teamwork among employees.
- Setting a professional example by showing leadership qualities and working closely with all employees to support the retreats values, guest requirements and commercial needs.
- Keep the manager(s) on and off shift promptly and fully informed of all issues (i.e. problems, unusual matters of significance and positive events) and take prompt corrective action where necessary or suggests alternative courses of action.
- Chair HOD meetings in the absence of the senior duty manager, following up all action points and feedback any relevant information to the team.

- Responsible for ensuring health and safety guidelines are complied with, for staff and guests in conjunction with the H+S committee.

#### **Management:**

- Communicating all relevant information to staff in a clear, concise and effective way and listening to all feedback
- Managing and monitoring team performance, productivity and staff progression
- Motivating and supervising all members of the LCR team whilst on shift.
- Taking direct personal responsibility of the team on shift, its performance, output and welfare.
- Assist HOD's with more complex enquiries and decisions
- Providing timely and constructive feedback to staff when required either formally or informally
- Offer constructive feedback to the management team

#### **Planning:**

- Support the leadership of the duty management work schedule including rota and organising holiday cover, to cover all agreed duties in the absence of the senior duty manager.
- Ensure smooth handover between shifts
- Advance work planning and scheduling in close co-ordination with HOD's, senior duty manager and general manager

#### **Reporting and analysis:**

- Review weekly your commercial targets and objectives
- Management reporting as agreed with General Manager

#### **Training:**

- Managing and promoting employee performance and attending to staff training issues in close coordination with the senior duty manager
- Identifying staffs learning needs, assist with development and training
- Support with training where appropriate on all retreat policies and procedures.
- Writing and updating all duty management training material and documents, also ensuring duty managers share the same level knowledge, competency and understanding of all aspects of their role.
- Reviewing results of weekly checks and organising more training where required
- Instructing - Teaching others how to do something.

#### **Maintaining quality and standards:**

- Checking and maintaining high standards in all areas of the retreat
- Dressing appropriately, clean and tidy appearance always
- Report any health and safety issues in the department or any area of the retreat, ensuring the senior duty manager and general manager is informed and updated.
- Responsible for ensuring health and safety guidelines are complied with, for staff and guests in conjunction with the H+S committee.
- Ensuring compliance with legislation and other statutory regulations.
- Inspect all guest rooms, public areas, and grounds to ensure all standards regularly maintained
- Inspecting all departments for SOP implementation. (standard operating procedures)

## **Key experience and skills**

### **Essential:**

- Critical Thinker - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Problem Solving - Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions
- Active learner: understand the implications of new information for both current and future problem-solving and decision-making.
- Persuasion skills: ability to persuade others to change their minds or behaviour.
- Negotiation skills: ability to bring others together and seek to reconcile differences.
- Quality control and attention to detail: conduct tests and inspections of products, services, or processes to evaluate quality or performance.
- Stress tolerance: this role requires accepting criticism and dealing calmly and effectively with high stress situations.
- Social Perceptiveness - Being aware of others' reactions and understanding why they react as they do.
- Concern for others: job requires being sensitive to others' needs and feelings and being understanding and helpful on the job.
- Initiative: willing to take on responsibilities and challenges.
- Innovation: job requires creativity and alternative thinking to develop new ideas for and answers to work-related problems.
- Excellent communicator: talking to others to convey information successfully and build effective long-term relationships.
- Active listener: giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Time management skills: managing one's own time and the time of others.
- Strong Commercial awareness, willingness to progress and understand a sales environment as well as other business requirements.
- Strong leadership qualities, professional, adaptable
- Personable and approachable with strong man management and people skills
- Displays the traits of a good decision maker with sound judgement and problem-solving capabilities. Reviewing information to develop and evaluate options and implement solutions.
- Ability to work well under pressure, multi-tasking with an open and flexible approach
- Work as part of a close team but also can work independently of others

### **Desirable:**

- Resilient and resourceful.
- Cheerful and approachable disposition.
- Open to change as the business grows.
- Interest in health and wellbeing.
- A passion for team coaching and development.
- Actively looking for ways to help people.
- Well organised, good attention to detail and strong administrative skills
- Must be willing to work under tight deadlines
- Fluent English speaker, Spanish highly desirable
- Computer skills, MS Word, MS Excel, website design, use of wordpress
- Previous Hotel or retreat experience
- A passion for team coaching and development
- Service Orientation: - Actively looking for ways to help people.

**Attitude:**

- A proactive attitude that seeks to solve any problems as they arise.
- Understands and actively able to promote the values and ethos of the retreat.
- Professional effective management of potential conflicts of interest for themselves and retreat staff.
- Maintains a favourable working relationship with all company employees to foster and promote a co-operative and harmonious working environment.
- Flexible and open to changing rotas, as required by the business, to cover holidays and extra shifts as required.
- Support the guests' requirements at every opportunity.
- Interested in people and have a desire to support people on their own health and wellbeing journey.
- Continually looks for new opportunities for the retreat.
- Integrity - being honest and ethical.

**Qualifications and knowledge:**

The formal education and experience for a Duty manager job description varies according to the nature of the job responsibilities. However, the following are commonly required in the Duty Manager role.

- Previous experience leading a busy team, with the confidence to take the lead and guide other employees when necessary
- Project management
- Working with colleagues to share skills and knowledge
- Highly focused, have excellent communication skills; be motivated and professional in appearance and presentation.
- Displays ability to effectively communicate information and ideas in written and verbal format.
- Knowledge of business, financial and management principles and practices
- Knowledge of human resource principles and practices
- Information technology skills