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| **Job Title:** | Duty Manager |
| **Reports To:** | Deputy and General Manager |

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| **Job Summary:** | Provide general services for both the facility as a whole and individual residents as and when the need arises. |

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| **Role Responsibilities:** |
| * To ensure the smooth running of the facility in the absence of the senior management team. * Perform any facility staff duties for the continual operation of the service in a hands-on role. * To be honest and professional in communicating and working with all staff members and lead by example. * To inform the General Manager and Assistant Managers of the facility's status. * To deal with any enquiries from Residents, Family Members or Visitors. * To assist residents in the event of any emergency. * To carry out any duties required by the senior management team. * Involvement in daily activities and events as required. * Oversee service within the Dining Room daily to ensure the smooth running of service. * Answering telephone and transferring calls and enquiries as needed. * To tour the facilities to potential new residents and visitors as required. * To carry out any other duties required by the senior management team.   Physical Demands   * + Standing or walking is necessary during most of the working day.   + Lifting and carrying up to 25kg. It may be required. A trolley shall transport heavy items, etc.   + Bending, twisting and reaching are frequently and consistently necessary while performing maintenance/custodial tasks.   + Climbing a ladder must be done occasionally.   **This is not intended as an exhaustive description of duties and responsibilities and may be amended following consultation with the jobholder.** |

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| **Person Specification:** | | |
| **Experience** | **Essential/Desirable** | **Assessment** |
| A good standard of education at the GCSE level or equivalent. | E | CV/Application Form |
| Industry qualifications as required. | E | CV/Application Form |
| Experience in a similar position and Knowledge of customer service. | E | CV/Application Form |
| **Knowledge/Skills & Abilities** |  |  |
| Ability to perform well in role and pay attention to detail | E | CV/Application Form/Interview |
| Be organised and can prioritise and multi-task. | E | CV/Application Form/Interview |
| Constantly maintaining and expressing a positive and professional image and attitude. | E | CV/Application Form/Interview |
| Ability to resolve complaints effectively and perform well in the role | E | CV/Application Form/Interview |
| Ability to work as an individual and part of a team and to build strong working relationships. | E | CV/Application Form/Interview |
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| Values – I am fully committed to being:   * Caring * Supportive * Honest * Respectful * Accountable | | |

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| Agreement: | | | |
| **Employee Signature:** |  | **Date:** |  |
| **Manager Signature:** |  | **Date:** |  |