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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:**  |  |