



## JOB DESCRIPTION

<b>ROLE:</b>	Duty Manager
<b>DEPARTMENT:</b>	Operations
<b>REPORTS TO:</b>	Operations Manager
<b>DURATION:</b>	Permanent Post
<b>SALARY</b>	£24,000

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### **Background:**

Belfast Waterfront and Ulster Hall Ltd is a new arm's length company responsible for the operation and commercial growth of the Waterfront and Ulster Hall on behalf of Belfast City Council.

As part of the Belfast Waterfront and Ulster Halls (BWUHs) team, you are to ensure that all events are delivered as planned and that the customers' experience of an event is exceeded through the provision of excellent customer care and ensuring any issues are fully resolved and to provide assistance when the issue is not within the direct responsibility of the post holder.

To be responsible to the Operations Manager of the BWUHs for:

1. The safe and efficient day to day running of the individual venues in accordance with the event schedule and BWUHs policies and processes
2. All aspects of operational service delivery excluding provision of technical services (sound, lighting, audio visual and staging). Ensuring that the overall service and product provided meets the quality standard of the BWUHs.
3. To be able to work flexibly across the two venues of the BWUHs to ensure the necessary high standards of service delivery are achieved.
4. To represent the Operations Manager within the postholders sphere of responsibility as required.

## Summary of responsibilities & personal duties:

- To resolve complaints promptly and efficiently to ensure that the BWUHs retain the highest possible image within the public domain.
- To assist the Operations Manager in ensuring lessons learnt when dealing with complaints are recorded and where necessary used to revise policies, procedures or operational practices.
- To assist in the development, implementation and administration of all operating policies, processes and procedures for customer service and event service delivery.
- To be responsible for the management of casual team including the preparation of monthly rota, cost effective and efficient scheduling and allocation of duties for all events.
- To ensure the timely and effective recruitment and training of casual delivery staff, to ensure the delivery of services of the highest possible quality. To ensure that the requirements of events as detailed in the event schedule by the Logistics and Production Planner are delivered on time and to the correct standard. This includes the rostering of Client Support Assistants and casual delivery staff.
- To assist the Operations Manager in promoting a quality systems approach throughout the venues, with the intention of achieving excellent standards of service quality and a view to obtaining appropriate external quality accreditation, for example, Investors in People (IiP).
- To be responsible for assisting in the day to day operation of the venues including the development, implementation and enforcement of in-house regulations concerning the conduct of staff, promoters, contractors, artists, visitors and customers within the venues and being responsible for the care and supervision thereof.
- To act as the BWUHs champion in all matters relating to equality, Safeguarding and access.
- Advise the Logistics Planner on all access issues, including disability and equality of access.
- To ensure compliance with event specific health and safety methodologies as approved by the Logistic Planners and the Production Planners.
- To manage the venue during events to ensure that the planned activity as detailed in the event schedule is delivered as required and to the correct standard ensuring the smooth running of the event.
- To act as lead decision maker in the event of evacuation of the building in emergency situations.
- To provide the Operations Manager with accurate and up-to-date statistics and management information with regard to the section's performance and monitor and maintain such records and information.
- To fully understand and manage the input of information to the VEMS ensuring all information relevant to individual events is available to other users.
- As required on an event day to liaise with any external agencies involved in the event.
- To undertake the duties in such a way as to enhance and protect the reputation and public profile of the BWUHs and city council.
- To undertake such other relevant duties as may from time to time be required.

# Person Specification:

## Essential criteria

### Qualifications and experience

Applicants **must**:

- have five GCSEs (Grades A – C) including English or equivalent qualifications; and
- have two years' relevant experience of:
  1. organising, managing, operating and administering events within a multi-purpose entertainment or conference venue or hotel environment; and
  2. duty management including administration, delivery and the supervision of 30 or front of house and other multidisciplinary staff

### Short-listing criteria

In addition, the short-listing panel reserves the right to shortlist only those applicants who have a third level qualification in a relevant subject, such as Business Studies, Management, Event Management or equivalent qualifications.

### Competencies

Applicants must be able to demonstrate the following competencies which may be tested at interview:

**Communication skills:** the ability to address groups and meetings effectively and give formal presentations and demonstrate operational tasks and procedures to staff.

**Staff management:** the ability to be a sound operational manager, responsible for directly managing a section of employees to deliver agreed goals via performance management.

**Organisational skills:** the ability to plan and organise workloads to tight deadlines

**Analysis and decision making skills:** the ability to make operational decisions that affect others and contribute to the achievement of operational objectives.

**Customer care skills:** strong interpersonal and customer care skills and an understanding of the need to respond appropriately to internal and external customer needs.

**Health and safety skills:** a sound understanding of the importance of health and safety in a supervisory role in high risk situations and a full understanding of all precautionary procedures.

**Performance management skills:** the ability to engage with continuous improvements in working practices and organisational change and evidence of proactively promoting change.



# SELECTION PROCESS

## To Apply

CV's and Monitoring Forms should be emailed to [hrinbox@waterfront.co.uk](mailto:hrinbox@waterfront.co.uk) or posted to HR Team, Ulster Hall, 34 Bedford Street, Belfast BT2 7FF.

Closing date for applications is **Monday 8 January 2018 at 12pm.**

Please note that it is the applicants' responsibility to ensure that his or her CV and supporting documents are submitted by this closing date and time.

## **Short-listing, testing and interview dates**

It is envisaged that the short-listing will take place on Monday 8 January 2018. Interviews will be held on Monday 15 January 2018.

Belfast Waterfront & Ulster Hall will make all reasonable efforts to accommodate applicants who are unavailable on the specified interview date but it is under no obligation to do so.