

JOB DESCRIPTION

Name:

Job Title: Duty Manager

Line Manager: Business Development Manager

Summary of Job

To provide support and be the main College contact after College hours for customers hiring the College facilities ensuring a positive customer experience and providing a key point of contact for any evening College visitors.

Responsibilities

1. To promote the College facilities to ensure community awareness of the opportunities on offer in liaison with the Line Manager.
2. To ensure a positive customer experience by responding promptly to enquiries, building positive relationships and providing high levels of onsite customer support.
3. To ensure customers treat the College estate with respect – e.g. sensible parking, wearing correct footwear etc.
4. To review the pricing structure for the letting of facilities at least annually, benchmarking against other providers and ensuring the College remains competitive.
5. To take responsibility for lettings income, including:
 - Manage the allocation of bookings
 - Requesting the raising of Invoices to clients promptly
 - Ensuring client adherence to the terms and conditions of the booking
 - Monitoring income and providing updates to the Director of Finance and Estates, as appropriate
6. To occasionally attend at weekends to provide support, explain how to use College facilities for new or significant letting events. (Estimate maximum 3 to 4 times per annum)
7. To be onsite during College holidays to help with any holiday bookings. (Estimate up to 2 weeks per annum)
8. To have a full understanding of the maintenance regime of the College sporting facilities, to enable setting up and breaking down of bookings, monitoring and feedback to the Deputy Estates Manager of any requirements, breakages or issues.
9. To maintain a presence at Reception during the evening when not attending to letting customer needs, as the first point of visitor contact.
10. To ensure College and client compliance with Safeguarding, Health and Safety requirements and the 3G Pitch Community Use Agreement.

11. To liaise with relevant College staff to ensure clear communication with clients and a smooth customer experience.
12. To assist with front of house responsibilities at sixth form events.
13. To support the Estates Team with locking up responsibilities in emergency situations.
14. To assist Estates at peak times generally with the larger functions, for example, car parking during the College Open Evening, evening events, when lettings customers are not on site.
15. To carry out other reasonable requests as may be required from time to time by the Principal.