

# EDGBASTON PARK HOTEL AND CONFERENCE CENTRE

## J O B D E S C R I P T I O N

<b>JOB TITLE</b>	Duty Manager
<b>DEPARTMENT</b>	Duty Management
<b>RESPONSIBLE TO</b>	Head of Operations

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### **Job Summary**

Responsible for supporting the smooth running of the Hotel's daily operations, responding promptly and professionally to guest needs and dealing with any unforeseen situations, ensuring co-ordination between all relevant departments.

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### **Main Duties**

- Welcome and provide updates and information to our guests and visitors.
- Ensure the guest arrival and departure experience matches the Hotel's desire to be world-leading.
- Act as the initial management point of contact for departments.
- Conduct thorough handovers.
- Recommend the Hotel's range of services and facilities to guests and visitors.
- Be present and visible in the Hotel lobby, ensuring you are easily identifiable to guests and visitors as the person to whom they should go.
- Handle guests' requests for information and provide answers, putting them in contact with the appropriate people, as necessary.
- Support the Reception team where necessary.
- Carry out regular walkabouts across all Hotel buildings, ensuring the comprehensive completion of the Duty Management checklist.
- Resolve guest complaints that are escalated and act as the initial management presence for escalated complaints.
- Contribute to a guests' sense of wellbeing and safety; establishing trust and rapport.
- Handle any guest or visitor problems or concerns, in a professional, timely manner.
- Promote the Hotel culture through exemplary attitude, behaviour and communication.
- Make sure that all the information available in the lobby is well presented and up to date.
- Monitor movements in the Hotel lobby, with discretion.
- Comply with all the Hotel's safety and security regulations
- Ensure the lobby remains clean and tidy.
- Liaise with other teams and staff to resolve guest or visitor issues.
- Any other duties, as required.

## **General Requirements**

- Build and maintain effective working relationships across the Hotel.
- Present a professional image of the Hotel to customers and guests.
- Respond professionally and pro-actively to any customer or guest queries.
- Actively support and demonstrate the Hotel culture and values.
- Adhere to all Hotel policies, procedures and processes.
- Comply with statutory requirements regarding the workplace such as employment law, health and safety, hygiene, fire prevention, GDPR etc.
- Act with integrity and in the interests of the Hotel at all times.

## **Person Specification**

### **Experience**

- Previous experience as a Duty Manager within a busy hotel
- Experience in administration of health and safety policy and emergency action procedures - desirable

### **Knowledge, Skills and Aptitude**

- Excellent customer service skills
- Excellent communication skills including written and verbal
- Ability to effectively de-escalate challenging situations and bring them to successful resolution
- Proven track record of improving guest service within a hospitality environment
- Knowledge and understanding of health and safety issues within a busy hotel
- Ability to manage and prioritise workload
- Commitment to raising the profile of the Hotel
- Self-motivated and able to work as part of a team or on own initiative
- Outgoing, friendly and professional approach
- Flexible with working hours, with a willingness to adapt shifts when required, and on occasions, at short-notice
- Good administrative skills with experience in a range of software and systems
- Desire to develop within the industry
- Knowledge and understanding of safeguarding requirements (training will be provided) - desirable

### **Qualifications**

- First Aid at Work Certificate or willingness to obtain one