

# Job Description

## Duty Manager



**Division:** Operations

**Team:** Duty Management / Security

**Responsible to:** Health, Safety, Security and Environment Manager

**Last Updated:** 01 January 2019

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*At the Edinburgh International Conference Centre our vision is 'to **create** an **environment** which **inspires ideas** that **change the world**'*

### **Primary Function:**

The Duty Manager is integral in supporting the Edinburgh International Conference Centre's vision, in helping to create an environment which inspires ideas that change the world. The Duty Manager is responsible in owning the client journey and having the knowledge and expertise that our clients can rely and respond to. They lead the Front of House team who work collaboratively with the wider Operations team, ensuring we exceed our client's expectations in the delivery of successful events. They are passionate about the delivery of world class customer service.

A Duty Manager ensures that our business and events schedules are fully implemented in line with clients requirements and are able to respond quickly to support any changes as they arise. The role requires a great deal of flexibility to support the needs of the business, scheduled around our clients demands.

### **Key Responsibilities:**

- When on duty, to ensure the overall smooth running of the event with regards to the implementation of the event schedule and the changing requirements of the client and delegates as informed by the client or the EICC Team.
- To be fully aware of the emergency procedures relating to the EICC and to be able to co-ordinate a full evacuation or search of the building, as and when required. Prioritising the safety of all of those involved.
- To manage and co-ordinate the activities on the shop floor and to ensure a safe flow of delegates around the building.
- To liaise with the client when on site on a day to day basis, to ensure their needs and expectations are fully met.
- To carry out a check of all client areas on a daily basis to ensure these are fully set as per the event schedule and company standards.
- To lead and manage the Front of House team, ensuring appropriate training and development is in place for all team members.

**Personal Attributes:**

The incumbent will ideally possess the following personal attributes;

- Ability to lead and manage a team effectively
- Attention to detail and high organisational skills
- Ability to prioritise workloads and adapt to changing demands
- Honesty and Integrity
- Good communication and co-ordination skills
- Experience in conflict management and resolution
- Strong personal discipline
- Professional work ethic and a “can-do” attitude
- Environmental Awareness

**Key Selection Criteria:**

- Knowledgeable and competent with Emergency Procedures including evacuations
- Experience in dealing with and managing First Aid incidents
- Scottish Certificate for Personal license holder (*desirable*)
- Clean driving license
- No previous criminal convictions
- Client centric attitude and strong customer service skills
- Excellent Leadership skills
- Competent is using Microsoft Office
- Flexible approach to support the business needs and client deadlines
- Excellent time management skill
- Must be reliable and dependable
- H & S Qualification (*desireable*)
- Organisational resilience (*desireable*)

**Acknowledgement:**

This Job Description may be subject to periodic review, and Team Members will be expected to take on such variations as are consistent with the level of responsibility and function of the role.

I confirm I have read and understood my responsibilities and objectives as outlined in the Job Description above.

**Employee:** \_\_\_\_\_ **Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Team Leader:** \_\_\_\_\_ **Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_