

Job Title: Night Duty Manager
Line Manager: Deputy General Manager
Department: Property Management

Aim of Post

The purpose of the Night Duty Manager is to be responsible for the operation of the front and back of house areas and for the whole development in the absence of the General Manager.

The focus is to ensure superior levels of customer service are achieved and maintained for residents, tenants, and guests, by carrying out day-to-day duties that involve operation of the Concierge Desks, coordinating with Housekeeping, Security and Maintenance teams, supporting the Estate Management with building matters and monitoring of the estate health and safety.

It is important to note that there is a strong emphasis on monitoring the entire development security at night.

General Accountabilities

- Ensure that the development is secured and patrolled at all times, and to deal efficiently and discretely with any events that may arise during the course of the shift.
- Lead by example to set highest standards of performance and quality customer service for the development, its residents and guests.
- Motivate colleagues to strive for and achieve brand values and success for the company.
- Develop team members, fostering the environment of learning, continuous improvement and maximisation of performance.
- Develop and maintain constructive working relationships between team members, onsite staff, residents, guests, tenants and contractors, working collaboratively to achieve overall business goals.
- Take personal responsibility for understanding and following the company's Health & Safety policies and practices, demonstrating personal engagement with safety, and proactively identifying risks and hazards and continuously improve safety performance.
- Work very closely with the Estate Management in preparation and implementation of the SOP manuals, policies and procedures.
- Support the Estate Management with the production of reports and other documents as required.
- Manage the work permits and supervise contractors while they are on site.

Role Specific Accountabilities

- To be a main point of contact and responsible for the high end quality customer service for residents, tenants and guests, and handle day-to-day matters in a prompt and professional manner.
- Decision-making and problem-solving is required, given the circumstances of the job role.
- To manage Door Team and Concierge, and coordinate with Security, Housekeeping and maintenance teams, which involves recruitment, performance reviews and management of the rota to ensure adequate cover on every shift. Adhere to budget constraints when planning the agency cover.
- To assist in the required onsite duties and provide excellent customer services as prescribed by the Estate Management.
- To conduct the required health and safety inspections and activities to assist in keeping the development and workplace a safe environment for all.
- To positively participate in cross training initiatives as requested by the Estate management with the aim of further developing skills and experience and being able to assist other departments when required (i.e.: covering a colleague while away or on break).

Sustainability

- To promote sustainability initiatives as directed by Rendall & Rittner.

Required Experience and Technical Competency

- Experience of working in a high end customer service establishment.
- Experience of supervising / managing a team.
- Proven ability to handle confidential information and sensitive matters that may involve the general public and handling issues and queries with professionalism.
- Practical application and working knowledge of Health & Safety requirements and legislation to eliminate or mitigate risk in the workplace.

General

- In general, the post-holder is expected to be very well organised with good interpersonal skills and the ability to communicate at all levels. He/she is also to be flexible and undertake duties as required by the Management.
- To inform and log any defects or health and safety concerns, independent of their nature, to the Management and to take ownership of these with the appropriate follow up and action until resolved.
- To project a tidy personal appearance, wearing the uniform and identification badge provided as per company standards.
- To attend training courses as directed by the Management.
- To perform any additional related building management duties, in the prescribed manner and as instructed by the Management.

Key Behavioural Competencies

- **Communicating and Presenting:** To be able to demonstrate quality verbal and written communication to effectively liaise with internal and external stakeholders, handle queries and issues promptly and professionally, demonstrating genuine care and concern.
- **Relationship Building:** The ability to build effective working relationships with colleagues and external parties at all levels to achieve a positive environment.
- **Customer Focus:** The ability to show sensitivity in dealing with delicate and confidential issues, putting high importance on the needs of all parties.
- **Continuous Improvement:** The ability to identify new ideas and areas of improvements that can contribute to the business in a positive way or improve personal performance.
- **Timeliness:** The ability to manage your own time, carrying out multiple tasks effectively and working autonomously where required.
- **Planning and Organising:** To be flexible, responding quickly and positively and by showing co-operation and support to colleagues in the pursuit of estate / company goals.
- **Achievement Focus:** To drive self and others to work towards excellence, setting new goals and pushing for high standards.

The above is a high-level summary of accountabilities and is not meant to be a comprehensive description of the role. Additional ad-hoc responsibilities will arise which will be considered to form a reasonable part of the role and role requirements may be subject to change from time to time.

I have read my job description and therefore fully understand my role and responsibilities.

Name:

Signed:

Date: