

JOB DESCRIPTION

JOB TITLE: Residence Duty Manager

REPORTS TO: Junior Programmes Manager and Group Sales Manager

RESPONSIBLE FOR: The Duty Manager is appointed to ensure the smooth operation of our Student Residence and is responsible for the team of Residential Supervisors.

MAIN DUTIES AND RESPONSIBILITIES:

- Overall responsibility for the day to day management of the residence.
- Manage the team of Emerald Residence Supervisors, creating the staff roster and developing a friendly and co-operative atmosphere.
- Ensure that all staff are aware of their responsibilities, are carrying them out in a professional manner and to conduct performance reviews.
- Promote a responsible attitude to student safeguarding, welfare and supervision amongst the staff.
- Establish and maintain effective communication between the residence, the centre, the clients and head office
- Implement ECI policies/instructions, effectively communicating them to clients, staff and venue as necessary.
- Set up of the residence.
- Ensure Fire & Safety Procedures are displayed and adhered to.
- Plan ahead with Head Office rooming allocations, catering numbers & arrival and departures
- Coordinating and staffing of Group arrival and departures.
- Implementing and supervising evening activity programme for students.
- Liaising with Group Leaders throughout their stay and resolving any issues which may occur.
- Liaising with Campus Restaurant timetable of meals, informing them of any special dietary requirements and number of packed lunches.
- Ensuring rules and regulations of Residence are followed.
- Reporting any damage of property to ECI.
- Ensure that Group Leaders and students receive excellent customer service during their stay.
- Liaise with Group Leaders ensuring satisfaction with the programme and addressing any issues that may arise.
- In the event of student illness or accident ensure appropriate care is accessible
- Ensure welfare, health and safety of all students and staff, logging any incidents or complaints and following up as appropriate. Complete incident reports.
- Assist Head Office in logistical coordination of arrivals, departures, transfers and transportation of students.
- Provide all the required paperwork for Head Office on or before deadlines set.

- Complete staff timesheets and submit it on a fortnightly basis.
 - Control expenditure and maintain accurate accounts.
 - To be responsible and accountable for cash handled in the residence.
 - Develop and maintain a good relationship with the venue.
 - Report any damage of property to Head Office promptly.
 - Supervise the closing of the residence, according to established procedures.
 - To submit a report upon the close of the residence and as required.
 - Be on call in the event of an emergency, particularly during the night.
 - Any other duties, as required.
- (This list is not exhaustive)

CIRCUMSTANCES:

This position includes full-board residential accommodation.

Indicative Hours

- 5 Shifts per week on a rota. Day shifts are 9am to 5pm. Evening shifts are 5pm – 9am. Duty Managers will be on call after lights-out for any emergencies and will have the Duty phone.

Some day work will be required at weekends for arrivals and departures.

Additional hours may be required.

Please note that the days off may not be the same each week.

PERSON SPECIFICATION:

Essential

Fluency in English Language.

Confident, friendly, enthusiastic and approachable in their manner.

Enjoys working in fast paced environment.

Highly punctual in attendance, with a responsible attitude towards their work.

Proactive in their approach to tasks.

Previous experience managing a team; tackling under performance issues and motivating.

Administration experience.

Computer Literate (Particularly MS Excel).

Ability to work well under pressure and solve problems.

Excellent organisation and communication skills.

No difficulty taking direction.

Ability to work well within a team.

Excellent interpersonal skills, with a proven ability to develop and maintain positive work and client relationships.

Functions well working on own, capable of using initiative.

Desirable

Previous experience in a similar role.

Degree or relevant qualification.

Experience supervising/working with children/young people.

Previous cash handling and budget management experience.

Understanding of the student residence environment.

Knowledge of Health and Safety responsibilities in the workplace and Child Protection.