



Job Description

Duty Manager

Division: Operations

Team: Front of House

Responsible to: Deputy Front of House Operations Manager

Last Updated: 02 October 2024

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 responsible for owning the client journey and having the knowledge and expertise our clients can rely on and respond to. They lead and manage the Front of House Team who work collaboratively with the wider Operations Team, ensuring we exceed client 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 client 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.

Responsibilities:

- Opening and closing the building and verifying that the venue is clean, safe and secure.
- Thoroughly check all client areas daily to ensure they are fully set according to the event schedule and company standards.
- Ensure the smooth running of events and building operations.
- Be fully competent with regards to emergency procedures and be able to coordinate a full evacuation or search of the building, as and when required.
- Knowledgeable regarding licensing regulations.
- Conduct daily briefings across departments to confirm teams are aware of requirements and updates for the day.
- Manage and coordinate the Front of House Team on the shop floor, controlling the safe flow of delegates around the building.

- Work with the client and event planner during events, and act as the key point of contact across departments.
- Support the day-to-day administration for front of house including staff rostering, shift planning and daily meetings.
- Assist in recruitment, training and development activities for the Casual Team, coaching the team to deliver great service.

Personal Attributes:

The successful candidate should ideally possess the following personal attributes:

- Ability to lead by example
- Attention to detail
- Strong organisational skills
- Ability to work well under pressure
- Excellent communication skills
- Experience in conflict management and resolution
- Professional work ethic and a “can-do” attitude
- Approachable and flexible
- Punctual and presentable
- Honesty and Integrity
- Team Player

Key Selection Criteria:

- Experience in leading large teams in a fast-paced environment
- A people person with a strong customer service focus
- Experience in leading Emergency Procedures (inc. evacuations and first aid incidents)
- Experience in operations and venue management
- IT competent
- Scottish Certificate for Personal License Holder (desirable)
- Health & Safety Qualification (desirable)
- Advanced First Aid Qualification (desirable)

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.