

Dunstable Town Council

JOB SPECIFICATION

Job Title: Duty Manager – Priory House

Responsible to: Priory House Manager

Responsible for: Shop Assistants and volunteers

Main Purpose of Job

1. To deputise for the Priory House Manager in his/her absence and under the guidance of the Centre Manager, be operationally responsible for the day to day management of Priory House.
2. To assist the Priory House Manager in the effective and efficient running of Priory House ensuring that all relevant operational procedures are developed and kept up to date.
3. To manage the Priory House Shop Assistants and in doing so ensure that every aspect of Priory House is managed in such a way that customer visits are maximised and that the operational subsidy is contained at acceptable levels.
4. As part of the Community Services Team, contribute to ensuring that Priory House becomes a key aspect of the Council's approach to town centre regeneration and a focal point within the Council's Events Programme.

Main Duties

1. To deputise for the Priory House Manager in his/her absence and to be the Duty Manager of Priory House.
2. To ensure that relevant operational procedures for managing Priory House are developed and kept up to date, this includes maintaining all relevant health and safety procedures.
3. To manage Shop Assistants in an efficient and effective manner and to recruit and develop individuals to meet future requirements through performance appraisals, objective setting and continuous monitoring of achievement.
4. To manage and operate all systems relating to the provision of the Tourist Information Centre, Gift Shop, functions space, heritage exhibition and temporary exhibition space within Priory House.
5. To assist the Priory House Manager to create a dynamic and innovative Priory House events/activities programme that targets all sections of the Dunstable population and aims to develop an educational understanding of Dunstable's unique identity and heritage.

6. To assist the Priory House Manager in the development and recording of a range of performance measures that will help ensure the continuous improvement in delivery of services from Priory House.
7. Assist in ensuring that Priory House is run as commercially as possible in order to achieve income targets and maintain budget, including buying of shop stock, sourcing of services, goods and maintenance contracts.
8. To take responsibility for managing specific aspects of the centre operations such as shop, staff rosters, building maintenance or marketing. The Priory House Manager will determine how this duty is to be performed. Thus ensuring day to day management issues for Priory House, including the reporting of building defects, security of the building and cleaning are managed efficiently.
9. To assist in the preparation of reports for and occasionally attend Council committee meetings as well as representing the Council on external bodies and forums related to the scope of this post.
10. To carry out any other relevant duties that fall within the scope of this post as assigned by the Priory House Manager.

Values and Behaviours

Dunstable Town Council holds an Investors in People accreditation and as such has established and adopted a clear set of 'Values and Behaviours' to ensure that all Council staff work well together and provide a good service to the residents of Dunstable.

You will therefore need to evidence through the recruitment process and on an ongoing basis that you are able to uphold the following values and behaviours:

RESPECT

- Value your colleagues, at all levels, in all service areas
- Offer and be open to support
- Have confidence to challenge appropriately
- Display empathy through consideration and understanding
- Exhibit ethical and social responsibility

COMMUNICATION

- Be an active listener
- Clear and consistent - clarity
- Measured and appropriate
- Regular, professional and consistent
- Ensure it's timely, planning ahead and be aware of effects

HONESTY & TRUST

- Be a role model
- Be empowered, with confidence of support to deliver
- Take ownership, hold your hands up and take responsibility
- Be valued, don't doubt your own value

TEAMWORK

- Be adaptable, flexible and approachable to work together
- Support your colleagues in all service areas
- Be positive, proactive and use your initiative
- Understand workloads, prioritise your own – the common goal
- Encourage cross department working

PRIDE

- Have a 'can do' attitude
- Always strive for success, want to achieve
- Praise and show recognition to colleagues - Job Well Done
- Say thank you
- Lead by example
- Understand your worth within the organisation – 'The bigger picture' – we all play a part

Person Specification

Essential

1. A relevant professional qualification to NVQ level 2 or above and / or experience of (heritage/leisure) facilities, retail or events.
2. Ability to communicate information accurately, concisely and have good interpersonal skills in a 'team' environment, along with the ability to persuade and influence others.
3. Good presentation and IT skills
4. Experience of cash handling systems.
5. Knowledge and understanding of health and safety issues regarding the management of public facilities.
6. Ability to work under pressure and to tight deadlines whilst displaying flexibility and a calm approach.
7. Willingness to work co-operatively in a team as well as using own initiative, with a commitment to personal development, learning and training.

8. Have knowledge of good customer care practises and the ability to communicate positively with the general public and obtain information accurately and concisely with good interpersonal skills to persuade and influence others.
9. GCSE A-C or equivalent maths and English.
10. Ability to work evening and weekend shifts, days and times of work will vary depending on the needs of the service.
11. Physical ability to lift, carry and perform other physical tasks on a daily basis, within recommended existing manual handling regulations.

Desirable

1. Knowledge of the operations of a tourist information centre.
2. A formal supervisory qualification or be prepared to work towards one.
3. Experience of retail/marketing and merchandising.

Complexity and Creativity

The post holder will be expected to be innovative and proactive in terms of assisting to deliver initiatives that improve the economic viability and sustainability of Priory House; being creative in terms of income generating opportunities. The post holder will have to work within strict budgetary constraints.

This role covers high profile areas of the Councils services, namely assisting to manage Priory House operations including:

- Tourist Information Centre
- Gift shop
- Heritage centre
- Events and functions programme

Under the guidance of the Priory House Manager, the post holder will be responsible for developing operational procedures that ensure that Priory House is run in a safe, efficient and effective manner.

This role will require operational management skills as well as the ability to help develop systems and procedures for the running of Priory House.

The post holder will need significant skills in customer care as well as being highly organised and efficient.

The salary for this post reflects the requirement for the post holder to work weekends and evenings when necessary.

Judgement and Decisions

The post holder will be responsible for the day to day management of the facility and the advice and actions of the post holder will have an important effect on the service as a whole. Failure of the Council to comply with legislation relating to the delivery of facilities management and public events / activities could have serious repercussions on the Council.

The post holder will have the necessary judgement to balance workloads to ensure efficient service delivery. As a result the post holder will be able to delegate and communicate effectively.

Contacts

Internal 50%
All Council Staff

External 50%
Representatives from partner organisations, members of the public, contractors, volunteers and traders.