

JOB DESCRIPTION – EVENING DUTY MANAGER

If this role sounds like the perfect opportunity for you please submit your CV and Covering Letter to our Operations Manager Katie at kscott@realmarykingsclose.com

PURPOSE OF THE JOB

As the Evening Duty Manager at The Real Mary Kings Close your role is to ensure the highest standards of service for all team and guests are maintained across the site, with particular reference to our safety and quality of operations and administration, in order to deliver our vision. You will work as a team to ensure the highest standard of experience reflected in being named TripAdvisor No 1 Attraction in the UK 2024.

Regardless of the task in hand, together at Continuum we will have fun and make money – in that order!

KEY ACCOUNTABILITIES

- To maximise the commercial return of secondary revenue streams across the attraction, ensuring the Team have daily targets and appropriate training to deliver the budget.
- Manage Team Absence procedure including record keeping and ensuring all back to work interviews are logged and any issues brought to the attention of the Operations Manager.
- Liaise with guests and team to maintain high standards and respond to guest feedback effectively. Ensure all guest complaints are dealt with efficiently and effectively.
- To be responsible for the safe operation of the facility providing first hand control of situations as they arise.
- Respond effectively to any incident on site, which might require assistance of the emergency services
- Help maintain the condition of the site and its facilities, clearing up obvious litter and repairing/reporting any damage immediately.
- Provide break or absence cover as required.
- Manage Information email (e.g. information requests/general enquiries), ensuring these are responded to/forwarded to relevant personnel daily as appropriate, and that cover is in place when DM is absent.
- Ensure effective on-site financial procedures are in place and being followed at all times. Liaise with Operations Manager/ General Manager/Finance departments and/or other sites as necessary to ensure consistency across the Group.

- Coordinate production of performance management information across the site, ensuring all team and management are aware of targets and performance, and that required reporting to the Support Office is carried out in a timely and accurate fashion.
- Coordinate completion and distribution of operational and weekly sales reports.
- Contribute towards meetings and future development of the site.
- Provide cover in the absence of another member of the management team.
- Respond to guest feedback in a timely and professional manner
- Work flexibly across departments in line with the business demand
- Provide reports in a timely fashion detailing current performance levels and identifying where improvements can be made
- Ensure that all policies and procedures are adhered to
- Follow daily closing procedures as appropriate.
- Take pride and responsibility in the appearance of the attraction.
- Ensure that all guests leave having had a positive and memorable experience and encourage them to leave feedback on social media.

This job description is not exhaustive and other duties or tasks may be required as specified from time to time in accordance with the job role

ATTRACTION/OFFICE SPECIFIC REQUIREMENTS

The role works on a rolling rota with shifts from 16.30-23.30 days off on Tuesday and Wednesday