



THE TERRIERS

Job Description

Job title	Duty Manager	Department	PPG Canalside
Position and reporting line	Reporting to – Commercial Manager	No of direct reports	Up to 12
Purpose of role	To be responsible, when on duty, for all aspects of the Clubs operations and activities.		
Key relationships	Internal - All PPG Canalside staff together with Club Staff particularly the Bar Staff, and Cleaning staff. External - Suppliers, sponsors, members, facility users and Huddersfield Town supporters		
Overview	<ul style="list-style-type: none">• Be generally aware of the overall running of the business ensuring all communications and actions are carried through to the rest of the team.• As figurehead of the facility, set and maintain standards of presentation.• Direct and motivate the bar and cleaning staff, delegating and communicating responsibilities effectively.		
Key Tasks	<ul style="list-style-type: none">• Ensure that the main reception and meeting areas have a high standard of organisation and cleanliness.• Cover the reception area at all times.• Providing a point of contact for members and visitors. Dealing with queries and complaints, ensuring that appropriate actions and responses are taken and given, including any necessary feedback to the Commercial Manager.• Welcome and join new members to all sections of the facility.• Daily site checks to ensure the safety of all facility users and staff.• Ensure that the Club buildings and facilities are open to the members during the opening hours and ensuring that the Club is properly secured on closing.• Cleanliness of cellars, bars, stock rooms and other storage areas.• Assisting with routine stock checks, communicating result to HTAFC accounts.• Producing rotas for casual bar staff so that bars are manned to meet business requirements.• Producing rotas for cleaning staff so that the cleanliness of the facility is maintained weekdays and weekends.• Ensure that the bar and cleaning staff are fully trained to provide an efficient and high standard of service level.• Recruit and train new casual bar staff.• Responsible for bar stock product ordering and proposed pricing in consultation with Commercial Manager.• Ordering, receipt, and storage of materials and stocks, including processing the necessary paper work.• Handling and accounting of monies, including arranging correct change		

levels for events.

- Reporting any perceived deficiencies in the operation of the Club and suggesting remedies and improvements.
- Provide induction training for Gym members.
- Monitor Gym equipment to ensure that it is always fit for purpose, if not take appropriate action.
- To assist with function booking enquiries and ensure the correct rates invoiced/paid for.
- Carry out other duties as may be required by the Commercial Manager.
- Adherence to Company Policies
- Provide daily feedback on the facility to the Commercial Manager.
- Daily handover between Duty Managers and Security team.
- Be flexible in hours of work.
- Be trustworthy and adhere to Club Code of Conduct and Ethics.
- Ensure the efficient and smooth daily operations of the facility.
- To work Huddersfield Town matchdays and events as required.
- Adhere to protocol and respect confidentiality in all matters
- Display high standards of behaviour and appearance. Encourage the same from others.
- Ensuring all visitors, members and staff follow the Club rules and any other legitimate instructions.
- To ensure that the health and safety of staff and members is always safeguarded.