



THE TERRIERS

Job Description

Job title	Duty Supervisor	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	<p>Internal - All PPG Canalside staff together with Club Staff particularly the Bar staff, and Cleaning staff.</p> <p>External - Suppliers, sponsors, members, facility users and Huddersfield Town supporters</p>		
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. • Set and maintain high standards of presentation. • Oversee bar and cleaning staff responsibilities effectively. 		
Key Tasks	<ul style="list-style-type: none"> • 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. • Daily site checks to ensure the safety of all facility users and staff. • Cleanliness of cellars, bars, stock rooms and other storage areas. • Reporting any perceived deficiencies in the operation of the Club and suggesting remedies and improvements. • Handling and accounting of monies, including arranging correct change levels. • Providing a point of contact for members and visitors. Dealing with queries and complaints and ensuring that appropriate actions and responses are taken and given, including any necessary feedback to the Commercial Manager. • To oversee and assist bar staff to ensure bars are manned to meet the anticipated needs. • To oversee and assist cleaning staff so that the cleanliness of the facility is maintained. • Ensuring that members, visitors and staff adhere to the Club rules and any other legitimate instructions. • Provide induction training for Gym members. • Assist set up of facility events/conferences. • To work Huddersfield Town matchdays as required. • Carry out other duties as may be required by the Commercial Manager. • To ensure that the health and safety of staff and members is always safeguarded. • Be flexible in hours of work. 		

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| | <ul style="list-style-type: none">• Be trustworthy and adhere to Club Code of Conduct and Ethics.• Adhere to protocol and respect confidentiality in all matters.• Display high standards of behaviour and appearance. Encourage the same from others.• Adherence to Company policies.• Ensure the efficient and smooth running of the facility. |
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