



Queen Victoria Seamen's Rest

The Seamen's Mission of the Methodist Church – Established 1843

JOB DESCRIPTION

JOB TITLE:	Casual Night Duty Manager
REPORTING TO:	Assistant Facilities Manager
LOCATION:	QVSR – London
SALARY:	£11.57 per hour
HOURS OF WORK:	To work from 8pm to 8am 'waking nights' on a 4 on and 4 off rota basis. This post will involve evening and weekend working.

JOB DESCRIPTION OVERVIEW:

The Night Duty Manager has the responsibility for the continuity of service delivery to QVSR residents during the night. They are to ensure that the necessary services are maintained throughout the night and to have full responsibility of the QVSR building at night. They will be main the point of contact in case of emergency or serious incident. It is essential ensure that effective relationships with QVSR residents are maintained. It is the responsibility of the Night Duty Manager to ensure that the night cleaning tasks are carried out by the Assistant Night Duty Manager and all ad hoc projects are completed in a timely manner. Relevant management reports and statistical information is to be provided in a timely manner.

Role holder may be required to step in as an Assistant Night Duty Manager, this part of the role includes cleaning elements.

KEY ACCOUNTABILITIES & RESPONSIBILITIES:

- To be the responsible person in charge of the building at all times during the night.
- Ensure that efficient handovers are completed from one shift to the next.
- Ensure that the reception desk is manned at all times.
- Check the handover book for any messages and ensure any actions that have been requested are carried out.
- Ensure that all elements of customer care, cleaning, and quality control are evident in every operational situation (catering, reception, maintenance, welfare) during the shift.
- Ensure that all monies (restaurant, service charge, reception, coffee shop) are received, checked and secured in the duty manager filing cabinet.
- To arrange cover for departments where needed and as appropriate.
- Ensure all incidents and issues are properly reported, recorded and communicated to the day Duty Manager.
- Assist and participate in any resident activities / events taking place during the shift where practical.
- To conduct regular walkabouts / inspections of the building during the night; document any irregularities, health and safety issues etc and ensure that these are dealt with appropriately and efficiently.



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- Make monthly inspections of all first aid boxes, prepare a purchase order for items required and re-fill first aid boxes.
- Ensure the building is secured by 11pm and complete the duty manager checklist. Highlight any areas of concern to the relevant managers.
- Respond to emergency situations and take the lead in dealing with external agencies / authorities.
- Investigate and follow up any residents' complaints; ensure they are fully documented and communicated to Welfare via e-mail copying in the Operations Manager.
- Ensure that only authorised personnel are present in the QVSR building during the night.
- Prepare AMT weekly summary reports (charges) to ensure they are available for the CEO, Operations Manager and Finance Manager on a Monday morning.
- Prepare the Night Duty Report as required.
- Cover reception in the absence of the Assistant Night Duty Manager.
- Provide administrative assistance to all departments as required; e.g. invoice recording, completion of weekly & monthly sales monitors, printing sandwich labels, "daily specials" posters, lunch/dinner sales log forms etc.
- Assist with the storage and archiving within QVSR which will include checking and monitoring the baggage room and donations room to ensure they are kept tidy and items are being disposed of as required.
- Ensure that the cleaning duties are carried out by the Assistant Night Duty Manager to the required standard.
- Report any maintenance issues on the helpdesk.
- In the absence of the Assistant Night Duty Manager ensure the Coffee Shop is open between 9:30pm and 11:00pm.
- Undertake, as required any other duties or ad-hoc projects as requested by the Operations Manager.

Assistant Night Duty Manager Responsibilities

- To be the responsible person in charge of the building in the absence of the Night Duty Manager.
- Complete handovers at the start and end of each shift.
- Ensure that the till float is correct at the start of each shift during handover and any discrepancies are explained and recorded.
- Check the handover book for any messages and carry out any actions that have been requested.
- Maintain strict control over access to QVSR during the night and ensure the front door is locked at midnight.
- Ensure all residents sign to confirm receipt of their mail, providing proof of identity where necessary. Complete a new "Mail List" itemising all un-collected mail in preparation for the day shift.
- Answer and forward any incoming calls to QVSR, taking messages when appropriate.
- Record any maintenance issues or faults on the helpdesk and report at handover.
- Provide general information on QVSR as requested (e.g. meal & prayer times, room & clothes cleaning, pay phones, activities, etc.).
- Provide local area information in response to requests from residents and visitors.



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- Operate and monitor the systems in place for the hire and use of all QVSR facilities, equipment and games.
- Allow access and greet all visitors; ascertaining the purpose for their visit, and ensuring they complete the visitors' book / badges before allowing them access into the building.
- Ensure all visitors have vacated the premises by approximately 10.30pm.
- Ensure the security of the building making regular patrols around QVSR (minimum of two between midnight & 5am). Check that all windows and doors are secure.
- Receive and sign for early morning deliveries; e.g. bread, milk etc.
- Attend to QVSR residents' needs and ensure that highest standard of customer care is provided.
- Record and report all incidents appropriately alerting the Night Duty Manager in cases of emergency.
- Cash up at the end of the shift and handover to the day reception staff.
- Provide feedback from residents on the quality of QVSR's night service to the Assistant Facilities Manager.
- Assist in cover arrangements during the absence or leave of other members of QVSR night team.
- To open the coffee shop from 9:30pm to 11:00pm providing a good customer service at all times and ensuring that the coffee shop is left clean and tidy.
- To cash up after the coffee shop and hand over the takings to the Night Duty Manager.
- Provide administrative assistance to all departments as required; e.g. invoice recording, completion of weekly & monthly sales monitors, printing sandwich labels, "daily specials" posters, lunch/dinner sales log forms etc.
- Carry out cleaning duties as directed by the Night Duty Manager which will include the restaurant, lounges, corridors, toilets and bathrooms, reception, offices, staircases, fire exits.
- Clean and set up the Emery Hall for functions as required.

Other

- To undertake as directed by the Operations Manager / Assistant Facilities Manager any other duties.
- To undertake any other additional duties that is reasonably commensurate with this post.
- All employees are expected to comply with the Health and Safety at Work Act and to take reasonable care of their own health and safety and that of others who maybe affected by their acts or omissions.
- This role profile is not intended to be an exhaustive list but to indicate the main responsibilities of this post. This will be reviewed on a regular basis to take into account changes in operational/service requirements. Any changes will be discussed fully with the post holder.



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Person Specification:

- A flexible, reliable and conscientious approach to work, with the ability to work effectively as part of a team (Essential)
- Good time management (Essential)
- Good communication (Verbal and Written) and interpersonal skills. (Essential)
- Experience of night working and/or night portorage/night cleaning (Essential)
- Tactful and diplomatic and the ability to deal with resident matters on a confidential basis. (Essential)
- Be customer service orientated. (Essential)
- Good levels of personal hygiene and cleanliness. (Essential)
- Ability to be safety conscious. (Essential)
- Ability to use Microsoft packages - Word, Excel and MS Outlook
- Experience of security work. (Desirable)
- Experience of domestic cleaning work (Desirable)
- Good attention to detail. (Desirable)
- Ability to work on own initiative with minimum supervision. (Desirable)
- Experience of working with vulnerable adults (Desirable)
- Experience working in a Hostel or care home setting (Desirable)