



ROLE PROFILE FORM

JOB TITLE:	Assistant Night Duty Manager
REPORTING TO:	Facilities Manager
ACCOUNTABLE TO:	Night Duty Manager
LOCATION:	QVSR
SALARY:	£24,452.28
HOURS OF WORK:	8pm to 8am on a rota basis which will include weekends. You may also be required to work some day and evening shifts.

JOB DESCRIPTION:

To maintain the agreed standards of service, cleanliness, and security of the building at all times. To be the responsible person in charge in the absence of the Night Duty Manager. To ensure the coffee shop is open from 9:30pm to 11pm on a daily basis. To build effective relationships with QVSR service users and create an environment conducive to maximising their quality of life and independence. To main effective relationships with all QVSR staff and service users.

KEY ACCOUNTABILITIES & RESPONSIBILITIES:

Service Delivery

- 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.
- 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.
- Carry out any other duties as requested by the Night / Day Duty Managers on duty.
- Undertake, as required, any other duties within the daily operation of QVSR to maintain delivery of service to residents.

Other

- To undertake as directed by the Assistant Facilities Manager or other Duty Managers 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 may be 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.

Agreed Job Description

Name of Employee.....

Signature of Employee.....

Date.....

Name of Line Manager.....

Signature of Line Manager.....

Date.....

Person Specification:

- Experience of night working and/or night portering/night cleaning (Essential)
- Tactful and diplomatic and the ability to deal with resident matters on a confidential basis. (Essential)
- Ability to work on own initiative with minimum supervision. (Desirable)
- Be customer service orientated. (Essential)
- Good communication (Verbal and Written) and interpersonal skills. (Essential)
- Good levels of personal hygiene and cleanliness. (Essential)
- Ability to be safety conscious. (Essential)
- Experience of security work. (Desirable)
- Experience of cleaning work (Desirable)
- Good attention to detail. (Desirable)