



## JOB DESCRIPTION

<b>Job Title:</b>	<b>Night Duty Manager</b>
<b>Location:</b>	<b>QVSR</b>
<b>Reporting to:</b>	<b>Resident Development manager</b>
<b>Position Type:</b>	<b>Casual</b>
<b>Hours of Work:</b>	<b>8pm to 8am (waking nights) on a “4 on / 4 off” basis.</b>
<b>Salary:</b>	<b>TBA</b>

### Role Overview

To take responsibility for the continuity of service delivery to QVSR residents during the night. To ensure that the necessary services are maintained throughout the night and to have full responsibility of the QVSR building at night. To be the point of contact in case of emergency or serious incident. To ensure that effective relationships with QVSR residents are maintained. 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. To ensure that management reports and statistical information are provided in a timely manner.

### Key Duties & Responsibilities

- To be always the responsible person in charge of the building during the night.
- Ensure that efficient handovers are completed from one shift to the next.
- Ensure that the reception desk is always manned.
- 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.
- Ensure departments are properly staffed and arrange cover 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.
- Make 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.
- 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 and copying in the SMT team where relevant.

- Ensure that only authorised personnel are present in the QVSR building during the night.
- Prepare AMT weekly summary reports so they are available for the CEO, Operations Manager and Finance Manager on a Monday morning.
- 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.
- Prepare statistical data for the management team as requested.
- 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.
- Ensure the Coffee Shop is open between 9:30pm and 11:00pm.
- Prepare night reports as required.
- Provide administration support to the Senior Management Team as required.

### Other Duties

- To undertake as directed by the SMT team 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 consider changes in operational/service requirements. Any changes will be discussed fully with the post holder.

### Competencies and Qualifications

- **Essential:** Experience of night working
- Good communication and interpersonal skills
- Planning and staff co-ordination experience
- Ability to solve problems and use own initiative.
- Ability to work under pressure and prioritise a busy workload.
- Strong organisational skills
- **Desirable:**
- A flexible, reliable and conscientious approach to work, with the ability to work effectively as part of a team.
- Ability to use Word, Excel and MS Outlook
- Good time management
- Attention to detail.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.