

Senior Duty Manager South Dublin **(<https://www.activelink.ie/node/111184>)**

Job description:

Senior Duty Manager to work Monday – Friday 9am – 18:00

Requirements:

1. Candidates must hold a Level 7 or higher qualification in one of the following Disciplines:
 1. Social Care
 2. Community Development
 3. Hospitality
2. Candidates must have over 4 years' managerial experience in one of the following sectors:
 1. Social Care
 2. Community Development
 3. Hospitality
3. Candidates must have a proven track record while continuously holding a managerial role in the same organisation for a period of no less than 3 years.

Overview of Role:

1. **Staff Supervision:** The Senior Duty Manager supervises the staff working at the facility, including security personnel, administrative staff, cleaning staff, kitchen staff and other support staff. They ensure that all staff members understand their roles and responsibilities and provide guidance and support as needed.
2. **Client Relations:** Building and maintaining positive relationships with clients is essential. The Senior Duty Manager acts as a point of contact for clients, addressing their concerns, resolving issues, and ensuring that their needs are met to the highest standards.
3. **Facility Management:** Overseeing the maintenance and upkeep of the facility is another key responsibility. The Senior Duty Manager ensures that the premises are clean, well-maintained, and fully operational at all times.
4. **Risk Assessment and Mitigation:** Identifying potential security risks and implementing measures to mitigate them is crucial for maintaining the safety and security of the facility. The Senior Duty Manager conducts regular risk assessments and collaborates with relevant stakeholders to develop and implement risk mitigation strategies.
5. **Compliance and Regulations:** Ensuring compliance with relevant laws, regulations, and industry standards is essential. The Duty Manager stays up to date with regulatory requirements and ensures that the property operates in accordance with legal and regulatory guidelines.
6. **Customer satisfaction:** Working with a core focus of ensuring problems are resolved in a timely manner with clear communication. Making time to meet with customers, note feedback and problem-shoot any issues that may arise.
7. **Inclusion:** Ensuring the diverse group of contractors, staff and customers are provided with the requisite level of attention and their individual and collective needs are met.

Person specification:

1. **Leadership Skills:** Strong leadership abilities with the capability to motivate and guide a diverse team in high-pressure situations. Proven track record of making sound decisions quickly, prioritising tasks effectively, and delegating responsibilities efficiently.
2. **Communication Skills:** Excellent verbal and written communication skills in English, with the ability to convey information clearly and concisely. Proficiency in interpersonal skills to liaise effectively with staff, clients, and external stakeholders from diverse cultural backgrounds.
3. **Problem-Solving and Decision-Making:** Demonstrated ability to think critically, analyse situations swiftly, and make informed decisions under pressure. Proven aptitude in problem-solving, conflict resolution, and the ability to handle emergencies calmly and efficiently.
4. **Technical Competence:** Proficiency in using relevant technology, security systems, and software for monitoring, reporting, and managing incidents. Familiarity with security protocols, emergency response procedures and all applicable compliance standards.

The above job description is not intended to be a comprehensive list of duties and responsibilities and consequently the successful candidate may be required to perform other duties which may change from time to time in line with the changing needs and objectives of the company and as are appropriate to the post and its development. Accordingly, it is to be noted that this job description is subject to change, in order to align with the changing needs and objectives of the company.

1. Provide accurate data of daily availability to relevant stakeholder.
2. Ensure all contractors are adhering to health and safety.
3. Promote and maintain health and safety among customers and contractors.
4. Protect facility users by adopting safeguarding procedures where required.
5. Managing complex and varied issues.
6. Provide professional assistance and guidance to colleagues and customers.
7. Ensuring all records are maintained in accordance with policies and procedures.
8. Communicating frequently with the customers in order to identify their needs and attend to them accordingly.
9. Address any complaints in a professional and timely manner.

Salary: Senior Duty Manager - €40000 to €45000 based on 45-hour Week

Job Type: Full-time on site

Salary: €40000 to €45000 per year pro rata

Application question(s):

- Do you have a level 7 or higher qualification in one of the required disciplines?
- Please give the details of your relevant qualification.
- Do you have over 4 years' managerial experience in one of the required sectors?
- Which company have you held a continuous managerial role for over 3 years.

If you are interested in this position, please forward your CV to hr@allpro.ie (<mailto:hr@allpro.ie>) with the subject Senior Duty Manager application

Region

South Dublin

Date Entered/Updated

26th Sep, 2024

Expiry Date

26th Nov, 2024

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