

Job Description

Job title	Duty Manager
Line Manager	Venue Manager; Director of Venues
Line Reports	Guest Experience team
Key Relationships	Ticketing, Food and Beverage, Production Team, Retail, Contractors.

Job purpose

To support leadership across departments at a Gamepath Entertainment venue, ensuring the consistent delivery of high standards of service and engagement across all stages of the attraction. To also maximise revenue through add-on sales and developing commercial opportunities.

To support training sessions with all Venue staff regarding emergency procedures, general operational duties, retail, stock counting and all health and safety compliance.

This role provides strategic support to the Venue Manager, focussed on the development of the guest experience and income generation, and is the primary point of contact for the key operational and production teams across the attraction in planning and delivering events and game schedules.

Main Responsibilities

Leadership and development

- Provide the effective leadership and motivation of the Guest Experience team including ongoing recruitment plan, venue induction, FOH team performance and presentation, guest service training and ongoing personal development.
- To proactively resolve any issues which may impact the overall experience across the attraction.
- To engage with Head Office departments to deliver improved services within the venue.
- Schedule your own duty management and venue rota through a clear rostering system.
- Manage the contracted hours, overtime, and the allocation of casual hours within delegated budgets and operational requirements.
- To deputise for the Venue Manager at the weekly Venue Operations meeting and ensure minutes are circulated and actions points to each department resolved.
- To understand the various elements of the Game Department - to improve full building/experience knowledge and help with day-to-day operations and decision making.
- Trial improved processes to initiate change and performance improvement and to share/ report back at weekly operational meetings.
- To delegate, train and mentor all members of the Guest Experience Team for their personal development.

Guest Experience

- Work with the Venue Manager and Director of Venues to continually develop guest service standards for the attraction and update, refresh and help to upskill all guest-facing teams regularly in delivering these standards.
- Provide regular visible leadership to the Guest Experience team, to lead by example in delivering excellent standards of welcome, service and assistance, and ensure commercial opportunities are maximised.

GAMEPATH

ENTERTAINMENT

- Work collaboratively across all departments to share feedback and evaluate the guest experience on a regular basis, suggest improvements and actions to resolve recurring issues.
- To lead the Guest Experience Team to ensure guest comments and feedback across all touch points are actioned and respond feedback through internal channels, provide reports and recommendations to the Venue Manager and at operational meetings.

Commercial development

- Understand and drive all commercial targets across the attraction and deliver revenue targets through direct ticket and retail sales and cross-selling across departments.
- To be assist the Venue Manager for the training of staff, presentation, and stock control within Retail.
- Ensure the team are skilled and confident in delivering commercial activity including use of ticketing and EPOS systems to sell tickets and manage booking amendments, sell retail and other commercial products.
- Maintain a flexible approach to new and developing commercial opportunities, work closely with the Venue Manager to identify and deliver new revenue streams and opportunities.

Duty Management

- Be the principal point of contact to ensure staffing and contractor requirements are identified, regularly review and update events and games schedule requirements.
- Act as Manager on Duty on a rota basis, taking day-to-day responsibility for all aspects of staff, public and premises safety and security, presentation, guest journey and service, and control of building/site-wide incidents and emergencies, close-down, securing and alarming the building at the end of the day.
- Work with operational teams across the attraction to encourage a guest-focussed culture, excellent communication, staffing support and commercial success.
- Lead regular reviews of duty management procedures across all teams to evaluate incidents, reduce recurring adverse issues and feedback, and to maximise sales, service, and presentation standards.
- To make the final decision on game cancellations, using information from across departments to have full understanding for any cancellations. Collate a full and detailed report for the reasons for cancellations. To inform Directors of reasons for any game cancellations and share relevant reports. To always act in the best interest of the Company when actioning any cancellations.

Health and Safety

- Support the Venue Manager in compiling, updating, and maintaining all Health and Safety, Fire and other Premises Management and Risk Management policies. To include compliance data gathering and weekly checks.
- Lead on the regular induction and reviews of these policies for all staff within the attraction and maintain all employees training documents.
- Liaise with contractors to ensure site works are undertaken safely and within permitted hours.
- To host monthly Venue Health and Safety meetings and report findings accordingly.



Key Performance Indicators

- Guest review comments and scores
- Achievement of income targets
- Maintaining budgets and staffing costs.
- Effectiveness of line management, staff morale and retention
- Effectiveness of internal relationships and communications
- Success of individual projects across the Guest Experience journey
- Accuracy, relevance and timeliness of regular reports

I have read, understood and agreed this job description of: **Duty Manager**

Signed: _____

Print Name: _____

Dated: _____