

Duty Manager



Team and location: Operations – Hostel-based

What will you be doing

You'll provide support with a wide range of customer facing duties across the hostel, delivering an excellent service to all guests and visitors, giving them a great experience of YHA. Your day will be directing and supporting team members working on reception, carrying out cleaning and housekeeping duties, working in the kitchen and serving food and drinks. You'll deputise for the Hostel/Deputy Manager, managing the hostel's daily operation in their absence.

What will you deliver

1. You'll give our customers a great experience of YHA

- You'll lead the delivery of excellent customer service to ensure our customers have a positive experience.
- You'll be responsible for maintaining standards across the hostel, ensuring quality excellence is developed and maintained, in line with the YHA's agreed standards. You'll proactively review customer feedback, seeking opportunities to improve the overall customer experience.

2. You'll support all the hostel functions

- You'll be responsible for ensuring you and your team comply with all Food Hygiene standards in the storage, preparation and delivery of food, regularly monitoring team performance standards and conducting training/inductions to ensure team compliance.
- You'll be responsible for ensuring your team comply with YHA's Admissions Policy when checking guests in and out, using the on-line booking system (ASSD) to maximise income and profitability. You'll follow YHA's Cash and Banking policy and process.
- You'll be responsible for ensuring you and your team comply with the required standards in the storage and use of cleaning chemicals and equipment, regularly monitoring team performance standards and conducting high quality training/inductions to ensure team compliance.

3. You'll create a great place for your team to work

- You'll provide clear leadership to the teams, communicating regularly and effectively, ensuring the cascade of relevant information to every team member and helping all team members to develop their knowledge and capability to perform effectively within their roles.
- You'll ensure all your team have the knowledge and capability to perform effectively within their roles. You'll conduct regular 1:1s where appropriate and ensure success is recognised and celebrated.

4. You'll ensure you work safely and manage risk and compliance

- At all times, you'll comply, and ensure your team's compliance, with YHA's Safeguarding Policy and Code of Conduct to protect children and adults at risk, following procedures in reporting any concerns or allegations.
- You'll comply with YHA's policies and procedures and values in working safely and managing risk to customers, employees, volunteers and contractors. You'll work in line with our environmental and sustainability targets, applying YHA's values in meeting our environmental objectives.



Helpful



Efficient



Authentic



Respectful



Team-spirited

Knowledge, skills and experience needed

- Proven experience of working with the hospitality and/or customer service industry
- Experience of working face to face with customers
- Experience of working within the hospitality or a customer service industry (desirable)
- Food Safety Level 2 Certificate (desirable) – otherwise will be required to complete within hostel
- APLH Level 2 (Award for Personal Licence Holders) Certificate (desirable)
- Previous leadership experience (desirable) including coaching and developing others, recruitment, induction, giving feedback
- Good interpersonal and communication skills*.Excellent customer service skills, including experience of handling difficult situations
- Proven ability of managing varying pressures, including significant peaks in workload demands
- Knowledge and understanding of the core purpose of YHA
- Proficient in basic IT skills (ideally Microsoft Office) – experience of working with computerised booking systems (desirable if working within the Reception function)
- This role requires weekend and bank holiday working, early starts and evening working – all on a rota basis
- We welcome candidates with lived experiences** that they are willing to share, that can inform/shape our approach, and help to reach those facing a range of personal or professional challenges.
- *We note that communication can take many forms. This may include sign language; other adaptations for those with hearing impairments; or other speech or language difficulties.
- Where there is a need for additional assistance and reasonable adjustments required by the postholder to carry out the role, these will be supported.

Role details

Reports to: Hostel Manager or Deputy Manager (depending on hostel structure)

Financial responsibility: Responsibility for supporting the management of an operational budget and the delivery of KPIs, plus on-site cash and banking procedures.

Line management: Potential direct line management of team members, dependant on hostel structure. Provide management cover in the absence of the hostel management team.

Relationships: Internal: Hostel Manager, Deputy Manager, Operations Manager, People Business Partner, Recruitment and Development Business Partner, SSHEQ Manager, other YHA colleagues. External: Day to day contact with customers (families, individuals, groups – adults and schools), suppliers and contractors.

Accountability: Responsibility for supporting the Hostel Manager and hostel leadership team in the day to day operation of the hostel, including safeguarding of all guests. The need to assess risk of decisions is required on a regular basis, for which the consequence of incorrect action has the potential to cause a safeguarding breach, financial loss, embarrassment and impact on the reputation of YHA. Responsible for helping maximise the charitable impact through partnerships/networks, promoting volunteering and traineeships and opportunities to engage with young people and the wider community.

Author: Associate Director of Operations & Projects

Date completed/reviewed: January 2023



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