

University of Sussex Students' Union Job Description

Job Title:	Duty Manager
Responsible to:	Retail Manager / Deputy Managers / Bar Managers
Responsible for:	Customer Service Assistants
Pay:	£14.57 per hour, (made up of £13 basic wage plus £1.57 holiday pay.)
Hours of work:	12-15 hours per week in term time; including during Arrival Weekend, Welcome Week/Freshers' period, teaching periods, private study periods, inter semester weeks, assessment preparation periods and assessment periods. Working variable shifts, including days, evenings, nights and weekends as required, across all Union venues
Applicants:	University of Sussex Students' Union Customer Service Assistants (CSA) who have been employed by the Union as a Retail/Venues/Reception CSA for a minimum of 1 term. Sussex Students' Union looks to promote Customer Service Assistants to Duty Managers to support personal development and to retain valued knowledge and experience.

Purpose of the Job

Our customers rely on Union services for everything from lunch from campus, to facilitating their Societies' events. Our Duty Managers need to ensure the smooth running of every shift they supervise, including ensuring that customers receive excellent customer service at all times and staff are equipped to do their job to the best of their ability.

Main duties and responsibilities

All duties and responsibilities are at the direction of your line manager. The post holder is expected to conduct themselves professionally at all times and perform the duties and responsibilities in the job description to the required standard.

1. Leading frontline operations and customer service provision:

- 1.1. Leading the operational running of the outlet on shift as directed by your manager, including setting up for daily trade
- 1.2. Ensuring the outlet is well-stocked and all equipment is properly maintained, reporting any issues or ideas for improvement directly to your manager
- 1.3. Processing refunds and dealing directly with customer complaints and enquiries
- 1.4. Writing up detailed shift sheets and providing handovers for fellow Duty Managers and/or Managers where necessary, making feedback as clear and constructive as possible.
- 1.5. Completing all other operational tasks in a timely and appropriate way according to given procedures.
- 1.6. Following all relevant Health & Safety protocol, ensuring your outlet is kept clean and tidy and preventative measures against accidents are in place where possible

2. Overseeing and leading on all aspects of an assistant's Role:

- 2.1. Supervising your team, ensuring all work is carried out to a high standard
- 2.2. Being punctual and on-time for allocated shifts
- 2.3. Having a positive and hard-working attitude, showing polite consideration to your team and management at all times
- 2.4. Leading the team in delivering quality customer service, in all dealings with all internal and external customers
- 2.5. Leading the team in maintaining a healthy, safe, and professional environment.
- 2.6. Leading the team in being the 'face of the Union', showing commitment to all its values.
- 2.7. Leading the team in ensuring all relevant legislation is adhered to
- 2.8. Being flexible, reliable and supportive of your team

3. Managing a small team of Customer Service Assistants:

- 3.1. Leading by example in your outlet to ensure staff feel adequately supported on shift
- 3.2. Maintaining regular communication with your team including 1:1 meetings as well as keeping staff informed of relevant events and offers

- 3.3. Completing Return-to-Work interviews, annual appraisals and probation reviews, as and when appropriate, in consultation with your line manager
 - 3.4. Keep accurate records of absence and timekeeping at the direction of your manager following the Absence Management Procedure where appropriate
 - 3.5. Issuing clear instructions to your team to ensure that high standards are maintained across all areas of the outlet
 - 3.6. Keeping your manager informed of any continuous behavioural concerns with colleagues following performance management procedures as appropriate
- 4. Assisting with financial records and security operations:**
- 4.1. Being a responsible keyholder in charge of unsetting and re-setting the buildings alarm systems and unlocking/locking up the outlet at the start and end of the working day
 - 4.2. Ensuring the security of the premises, cash, people, and equipment at all times
 - 4.3. Counting tills, completing safe checks and cashing up takings
 - 4.4. Processing reductions and waste accurately following your outlets' procedure, including staff purchases if applicable
 - 4.5. Liaising with campus security, and Southern Co-op (if relevant) when necessary, writing up and communicating detailed incident reports as appropriate.
- 5. Helping to provide a flexible and effective working environment:**
- 5.1. To support work in all Union Venues related work including; assisting with summer school events as appropriate.
- 6. Ensuring essential tasks are completed:**
- 6.1. Completing allocated tasks according to given procedures, in an appropriate, timely way
 - 6.2. Keeping all personal information you are trusted with (including, but not limited to; shift sheets, staff records and Duty Manager Meeting agendas/minutes) entirely and strictly confidential at all times, in line with the Union's Confidentiality and Data Protection Guidelines
 - 6.3. Ensuring procedures for supporting sustainability are adhered to, including switching off any equipment and lighting not in use, as well as recycling and composting wherever possible.
- 7. Ensuring you and your team work effectively:**

- 7.1. Supporting the team and your managers, using clear, positive communication
- 7.2. Being flexible, reliable, and supportive of your team
- 7.3. Showing polite consideration towards all people at all times
- 7.4. Working variable shifts, including days, evenings, nights and weekends as required
- 7.5. Advising the relevant manager promptly of any issues or problems encountered

8. General:

- 8.1. Contribute to a professional working and learning environment within the Union.
- 8.2. Following the four Licensing Objectives at all times and ensuring customer service assistants are aware of these and do the same.
- 8.3. Assisting in the general operations of the business, as directed by your manager
- 8.4. Attend training courses, conferences, arranged meetings and complete all e-learning necessary to fulfil the duties and responsibilities of the post
- 8.5. Support your manager with cascading training to your team
- 8.6. Carry out duties at all times in compliance with the University of Sussex Students' Union's Equality & Diversity Policy, Ethical & Environmental Policy, Health & Safety Policy, Sexual Violence Policy, as well as adhering to all other Students' Union policies and procedures.
- 8.7. Perform any other reasonable duties in consultation with your line manager.

April 2024

Personal Specification

Duty Managers

Criteria:	Assessed by:		
	Application	Previous Performance Scores	Interview
Knowledge & Experience			
Knowledgeable: Experience of working in the relevant outlet and knowledge of its basic day-to-day processes and tasks (Desirable)	X		X
Health and Safety: An understanding of health and safety standards, ensuring these are followed to a high standard (Essential)	X		X
Assertive: Experience of controlling pressured situations in a calm and effective manner (Essential)	X		X
Flexible: Demonstrates high levels of availability (Essential)		X	
Abilities			
Initiative: Ability to be a proactive self-starter, effectively getting on with work (Essential)		X	X
Comms: Ability to communicate effectively with key relevant people (Essential)		X	
Effectiveness: Ability to manage workload, delivering high-quality work on time (Essential)	X	X	X
Great Service: Ability to deliver an excellent service to internal and/or external customers (Essential)		X	X
Cultural Sensitivity: Ability to accept other cultures and adapt communication and behaviours to respect diverse cultural norms (Essential)	X		X
Personal Attributes			

Positive: Shows a positive and adaptable attitude towards the Union and work (Essential)		X	X
Supportive: Shows mutual support for the manager and team to benefit students (Essential)		X	X
High Standards: Shows high expectations of themselves and their work (Essential)	X	X	X
Reliable: Being consistently on time, carefully following agreed procedures and practices (Essential)		X	

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