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| About Us:  Run by The Piece Hall Charitable Trust, this grade 1 listed building is the only remaining Georgian cloth hall in the world and welcomes more than 2 million visitors a year.  First opened in 1779 for the trading of ‘pieces’ of hand-woven woolen cloth, this stunning heritage site is now an award-winning, free to enter, contemporary leisure, retail and arts destination with a treasure trove of high-quality independent shops, bars, cafés and restaurants.  Its 66,000sq ft open air courtyard, on a par with the great piazzas of Europe, plays host to a year-round programme of world class live music and cultural events alongside food, drink and craft markets and community festivals.  2022’s ‘Live at The Piece Hall’ summer gigs season saw almost 60,000 people watch global superstars including Tom Jones, Paloma Faith, Nile Rodgers and CHIC and Noel Gallagher’s High Flying Birds take to the stage in this breath-taking location.  The Piece Hall also hosts over 40 independent retailers and hospitality outlets, and runs a number of its own cafes, restaurants and bars. It also has a large function and conference room that can host weddings, meetings, events and private functions. | |
| Job title | Duty Manager |
| Company name and address: | The Piece Hall Trust, Blackledge, Halifax HX1 1RE |
| Department/Outlet | Operations |
| Responsible to | Operations Manager |
| Job Grade & Hours | Monthly paid  37 hours per week |
| Responsible for staff: (attach organisation chart if appropriate) | See organogram |
| Main purpose/function of job | * Reporting to and working with the Operations Manager, the Duty Manager will be responsible for the smooth running of the Piece Hall’s daily operations. They will ensure that the Piece Hall building and facilities deliver all the expectations of a world class visitor destination, by conducting effective security and maintenance processes and delivering excellent customer service to Piece Hall tenants and visitors. * The Duty Managers’ work will be shift based and whilst on duty they will confidently lead the cleaning, security and maintenance arrangements across the site. The role will also be practical and hands-on, and tidying, cleaning and maintenance will be an essential part of the Duty Managers’ daily activities. They will also act as “eyes and ears” for the Piece Hall Trust, regularly taking overall operational responsibility for the building and its activities. |
| Main duties (including supervisory and task responsibilities) | * Complies with all health & safety regulations * To ensure that the building is being run in a Covid-conscious way and to supervise gates where required. * To ensure that all public areas including the courtyard, welcome centre, entrance gates, perimeter and toilets are consistently presentable and in keeping with a world class visitor destination, and to be actively involved in cleaning and maintenance * To be a knowledgeable ambassador, greeting visitors and helping with directions and enquiries * To monitor activity across the site, regularly walking around the courtyard, perimeter and public areas, protecting the site and maintaining staff presence * To respond to any issues or concerns that arise when monitoring the site * To work closely with surrounding organisations to enable an effective overall understanding of operational and security issues, and to respond to these issues in * coordination with such organisations * To conduct counter terrorism checks to protect the site against such a threat * To act vigilantly in relation to safeguarding, and to follow up when there are concerns * To take the lead managing any alarms, incidents or emergencies, and to report these incidents in line with appropriate procedures. This will involve dealing directly with members of the public, and may involve resolving conflicts, handling tricky situations and potentially removing individuals from the site * To liaise with the emergency services as and when necessary, in relation to any criminal incidents, fire alarm activations, first aid incidents etc. * To act as fire officer/ marshal when required to evacuate the building * To be a nominated first aider, to respond to any first aid needs and to log such incidents for legal and insurance purposes * To report any health and safety concerns, incidents and near misses * To open and close the building in accordance with the correct procedures * To respond to any out of hours call outs as and when required * To support site access during events, liaising with the events team and their contractors * To carry out and record relevant checks and maintenance of building systems, including fire alarms, intruder alarms and CCTV * To monitor CCTV for suspicious activity and respond to any issues that arise * To distribute keys as necessary and to keep a log of this activity * To deliver services such as cleaning, maintenance, waste disposal, and recycling across the site, including (but not limited to) litter picking, refreshing toilets, emptying bins, unblocking toilets etc. * To clean the courtyard and balconies regularly throughout shifts * To clear snow and grit public walkways and the courtyard during colder months * To monitor and assist with the cleaning and maintenance of shared public areas with neighbouring organisations, and to ensure ongoing positive working relationships * To check equipment, such as lifts, at the beginning of each shift to check that equipment is working and safe for use, and to follow up urgently in the case of a fault * To control the access of contractors onto site, and to ensure all work being carried out complies with the relevant procedures * To manage the access of vehicles on to site * To receive, log and investigate lost property found or lost on the site * To troubleshoot issues relating to basic building systems, IT etc * To support the effective operation of the building for tenants and visitors * To work closely with the events team to keep the delivery of the facilities at a high standard before, during, and after events * To respond to customer complaints (in person where possible) and carry out investigations to achieve a satisfactory resolution. * To monitor the use of units let to tenants and to report any concerns to the Head of Facilities for follow up * To respond to premises issues raised by tenants, either by carrying out hands on maintenance and repairs that are the responsibility of The Piece Hall as a landlord (where possible and safe to do so) or to follow up with the appropriate contractor and/or the Head of Facilities * To develop effective and open relationships with tenants and other staff * To carry out health and safety checks of the building, and to action and report any issues * To assist the Head of Facilities to ensure the building meets legal regulations, licensing requirements and environmental, health, safety and security standards * To ensure that the Piece Hall Trust fire strategy is followed by building users, and to report any areas of concern or improvements to the strategy to the Head of Facilities * To suggest improvements and implement alterations as required to the premises * To undertake other appropriate duties and responsibilities from time to time as required. * General ad hoc duties as the company requires * Adheres to all Company Policies |
| Machinery/tools/equipment used | * Laptop * Counterbalance Forklift Truck * Ladders * Tools * Radios * CCTV |
| Working conditions | * Office * Courtyard * CCTV Room |
| Personal qualities, aptitudes and skills required | * Good communication skills. * A flexible approach to work and working hours * An action orientated approach to work that motivates others. * Ability to provide planned and responsive services to the business in a constantly changing environment. * Ability to work on own initiative, a solution focussed approach. |
| Education/training | * Counterbalance FLT licence (preferred) * Good level of communication * Leadership skills * Minimum Maths & English GCSE Grade C and above (Grade 4 – 9) * Personal license holder (APLH) (Preferred) * An accredited first aid certificate * Safeguarding experience/ training * A relevant H&S Qualification (IOSH, NEBOSH etc.) preferred * Security Industry Authority (SIA) Training and License * Door Supervisor Licence |
| Work experience | * 2 years minimum experience in a Duty Manager role or similar. |
| Responsibility/initiative | * Must take responsibility for Wardens * H&S regulations applicable to the Company |
| Communications skills | * Must be able to communicate with all staff at all levels to an excellent standard in written and verbal form |
| Other qualities/skills required | * Good IT skills * Good administration skills * General office experience * Demonstrable enthusiasm for The Piece Hall and the huge potential of the organisation and the area, and the ability to help shape and realise the Trustee’s and CEO’s vision for The Piece Hall * The ability to build effective relationships * Good face to face communication skills * Evidence of being a positive problem-solver * Ability to think quickly and to deal with problems calmly in a pressured situation * The ability to deliver excellent customer service * An understanding of the sensitivity of commercial activity in a heritage building * A team player, able to work independently without hands-on direction * The ability to positively represent The Piece Hall to external bodies * The willingness to work outside of ‘normal’ office hours * A sense of humour and genuine enjoyment of work and the ability to maintain these attributes under pressure * Willingness to undertake an extensive training programme(s). |
| Job holder’s name |  |
| Job description prepared by | Name: Chelsea Clegg Date: 28/06/2024 |
| Job description reviewed by | Name: Nina Carradice Date: 28/06/2024 |