



Job Title	Duty Manager
Reports to	Service Manager (SM)
Line Manager to	Casual Playworkers Casual Kitchen Staff
Business Function	Operations Team
Business Operation	Thomley Hall Centre Ltd
Location	Worminghall
Number of direct reports	One
Hours of Work	Flexible – request shifts that suit you (Shifts available Monday to Sunday in school holidays, regularly on Saturdays and Sundays in term time. Limited term time shifts)

Purpose of the role:

The Duty Manager is responsible for:

- Supporting the SM and Operations Manager (OM) to deliver planned and coordinated delivery of activities and events
- Assisting the SM in all aspects of the site management, staffing, coordination and delivery of accessible play to support all visitors to the centre.
- Providing a welcoming, stimulating and safe play environment for young people attending.
- Assisting in evaluating the scheme and participating in future planning.

Essence of the role:

The essence of the role is to work with the SM and OM to deliver services that meet the charity's objects and strategic plan.

The SP will:

- Contribute to the development and delivery of an ongoing activities programme.
- Supervise, direct and mentor casual staff to deliver a valued, dynamic and engaging range of activities and events for all visitors.
- Provide a high level of customer care skills to deliver a welcoming and supporting environment for disabled people, their families, friends and carers.
- Make sure all staff follow policies, procedures and any legislative guidance in place in managing the day to day service delivery.

Essential Skills and Knowledge for the role

Overview

The role will require:

- Manage on the day, the coordination and delivery of services
- Assisting in creating and managing the play environment where disabled young people can access a range of resources and be supported by a responsive and adaptable casual staff in their play
- Being proactive in offering/initiating ideas and activities, whilst managing the impact of adult intervention versus choice and self-directed play
- Assisting in assessing and managing risk in the play and leisure opportunities delivered through a robust and considered approach to risk assessments

- Making sure that Thomley deliver services effectively through the implementation of policies and procedures for provision in accordance with best practice, food hygiene, health and safety and safeguarding
- Assisting with the development and planning of activities
- Provide guidance, coaching and mentoring for casual play workers, volunteers and student placements
- Communicate with staff and parents effectively to ensure the welfare of all young people attending
- Participate in safeguarding, first aid, fire marshal in-house training and induction requirements
- Promote and deliver a high public profile and customer care service on behalf of Thomley
- Work in a flexible way when the occasion arises
- Promote and deliver a high public profile and customer care service on behalf of Thomley
- Filling in for the receptionist, or assisting in the kitchen when required

Accountabilities and Responsibilities

Key Accountabilities

Prepare and supervise play activities

- Deliver physical activities which promote active and healthy lifestyles.
- Liaise with the SM with planning or delivery of activities on focus days.
- Organising, preparing and supervising play work activities, together with play workers and volunteers.

Support day to day running of the centre

- Work with colleagues as needed to promote play work activities.
- Follow the cleaning procedure set by the SM.
- Be responsible for the stocktaking and ordering art and craft or other project materials together with the SM.
- Assist in the preparation and running of specialist on-site events.
- Supervise and train casual staff, volunteers and other core staff. Provide feedback to the SM.
- Support the Catering Coordinator by communicating needs of visitors when in the role of Duty Manager.

Key Responsibilities

Prepare and supervise play activities

- Consult with visitors and incorporate their ideas regarding play activities
- Be responsible for organising, preparing and supervising play work activities, together with play workers and volunteers with responsibility to:
 - Motivate, support and enable visitors of all abilities to participate in indoor and outdoor play activities, offering advice and guidance on the use of all equipment.
 - Facilitate and evaluate external project facilitators.
 - Encourage free play.
- Coordinate tidying of the centre at the end of each day and clean play areas if necessary
- Be jointly responsible for the safety or well-being of any individual on site alerting the management team to any arising risk
- Assist the SM in carrying out risk assessments and reducing areas of risk
- Be involved in the day to day maintenance of the site, reporting any broken equipment
- Supervise and ensure safe use of indoor and outdoor play areas
- Fulfil roles of First Aider and Fire Marshall
- Be aware of legal obligations towards safeguarding children
- Record accident & incident reports etc
- Attend/lead end of day debriefing meetings

Support day to day running of the centre

- Following food safety protocol ensuring we are compliant and of a 5 star food hygiene standard
- Act as an advocate for Thomley

Thomley Hall Centre

Person Specification

Knowledge and Professional Experience

Essential	<ul style="list-style-type: none">• Minimum requirements, CACHE or NVQ level 3 Playwork.• Experience working with disabled children/young people in a play or activity setting.• Knowledge of key issues surrounding disability, including equality, access, inclusion, behaviour etc.• Good interpersonal skills, including the ability to work in a team and coordinate a team in the absence of higher management.• An aptitude to develop skills and acquire relevant knowledge through training opportunities• An understanding of and a commitment to Equal Opportunities in the workplace.• A clear DBS check.• Excellent organisational, planning & communication skills.• Strong supervisory skills to coordinate and support casual youth work staff and volunteers.
Desirable	<ul style="list-style-type: none">• Management training or qualification.• Knowledge of current national debates / policy development in the Charity and Leisure Sectors.• Safeguarding Designated Lead Training.• Events Management• Up to date first aid and fire marshal training• Knowledge of working at a reception• Knowledge of working in a café or catering facility