



DUTY MANAGER JOB SPECIFICATION

CurveMotion is an exciting indoor interactive venue located in Bury St Edmunds, Suffolk. The venue offers a variety of activities for all ages including roller skating, soft play facilities and a high quality bistro.

An opportunity has arisen for an additional Duty Manager to join our team on either a part time or full time basis. This role reports directly to the Operations Manager. The Duty Manager on shift will be responsible for all operational aspects of the venue whilst on duty. They will work closely with the Operations Manager, other Duty Managers, and Supervisors. This role is suited to a person that is well organised, enthusiastic and professional. The successful candidate will possess excellent customer service skills.

The main responsibilities of the role include (but are not limited to):-

- Effective supervision of customers within the venue, ensuring their safety and well being at all times.
- Delivering exceptional customer service.
- Ensuring the rules of the venue are adhered to by all customers, visitors and staff.
- Guaranteeing the venue exceeds standards at all times whether regulatory or otherwise.
- Full responsibility for on-site finances during shift including tills, takings, petty cash, change, cashing up and reconciliations required at the end of the day.
- Adhering to company policies and procedures at all times.
- Adhering to instructions from Operations Manager and Senior Management Team at all times.
- Motivating and managing staff.
- Co-ordinating staff resources to ensure adequate and appropriate staffing provision is made at all times.
- Undertaking daily checks of the facilities and equipment.
- Ensuring all staff adhere to all regulations and legislation relating to their place of work including and especially with regard to children.
- Taking responsibility for operational aspects of the venue (either directly or indirectly).
- Ensuring adherence to all health and safety processes (regulatory or otherwise).



- Ensuring familiarisation with all risk assessments and adherence to action points dictated.
- Reporting any issues to the Operations Manager in a timely manner.
- Undertake other duties as required in case of sickness, staff absence or when needed during busy periods.
- Be on call for emergencies when required.

The person appointed to this role will be required to have the following skills:-

- Be IT literate, with good experience of Microsoft Office products, in particular Excel and Word and Outlook.
- A minimum of 3 years previous experience in a management role in a customer focussed environment. Previous experience in a leisure venue would be beneficial.
- Have knowledge and understanding of Health and Safety Legislation.
- Have experience of managing staff.

The candidate must be self-motivated and dedicated. Their communication and organizational skills must be exceptional as this will be a busy and varied role. They must be well presented and professional at all times being able to maintain the level of confidentiality dictated by the nature of the role.

The role is for part time or full time, from 16 hours up to 40 hours per week, but will demand flexible and varying working hours including evenings, weekends and bank holidays. Salary circa £22,000 per annum (pro-rated for part time).

Company benefits include pension scheme, discounted staff meals, discounts for admission, parties, skate lessons and merchandise. (Subject to eligibility criteria).

Applicants must be EU citizens or prove eligibility for full time work in the UK.