



## **DUTY MANAGER - COMMERCIAL OPERATIONS JOB DESCRIPTION**

### **Reports to**

Commercial Operations Manager

### **Direct Reports**

Customer Service Operatives - Commercial Operations.

### **Working pattern**

24 hours per week with a need to work weekends, evenings, and busy periods on a rota basis.

### **Main objective**

To ensure the safe and effective operations and high levels of customer satisfaction of all commercial activities at Folkestone Harbour & Seafront.

### **Main duties**

1. Supervise the site ensuring the smooth operational running of all aspects of commercial activity.
2. Propose and implement continuous improvements to commercial operations and the customer experience.
3. Work closely with all other employees to ensure operational excellence for the site.
4. Manage a Customer Service Team ensuring their high level of performance.
5. Ensure all commercial areas are clean, tidy and safe for visitors.
6. Manage on site security for commercial operations and events through third party security and the Harbour Team.
7. Ensure all commercial operations and commercial equipment for the site is opened and shutdown successfully each day.
8. Ensure correct waste collection and storage as per the Trader Charter.

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9. Hold a Personal License ensuring compliance with the Premises License.
10. Ensure that the principals of the Licensing Act are upheld, and a Challenge 25 Policy is active.
11. Ensure all traders adhere to their agreed lease terms, the trader charter, and set opening hours.
12. Give permission for trader closures if weather is forecasted to or is creating dangerous conditions.
13. Ensure traders are professionally communicated to and kept updated at all times.
14. Have a professional working relationship with all traders to facilitate an environment for them to successfully trade within.
15. Ensure all traders are delivering exceptional customer service standards and the highest quality of food and beverage provision.
16. Feedback to the Commercial Operations Manager on trader financial performance, customer service and food and beverage provision standards and compliance.
17. Confirm to the Commercial Operations Manager if traders are in breach of their lease, the trader charter or opening hours.
18. Assist with the EPOS system: setting up, managing traders on the system and troubleshooting any issues.
19. As directed by the Commercial Operations Manager work with traders to create improvements to commercial operations and the customer experience.
20. Work with the Commercial Operations Manager and Marketing Team to create a full calendar of events, programmes, and animation to increase visitor numbers and commercial returns.
21. Operationally manage events and animations, including the risk assessment process, setup, hosting and clear-down.
22. Ensure all areas of Folkestone Harbour and Seafront are presented to the highest possible standards.
23. Assist with and make recommendations for setting up new systems/procedures for managing and operating Folkestone Harbour and Seafront.
24. Stay aware of the safety and security of the site, using personal walk-about and visual inspections.
25. Comply with all health & safety policies and procedures, both on a routine basis and in the case of any emergency.

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26. Undertake work-related training and maintain qualifications as directed.
27. Attend meetings as required.
28. Any other reasonable duties as directed by management.

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principal place of business Strand House, Pilgrims Way, Monks Horton, Ashford, Kent TN 25 6DR  
Registered in England, Registration No LP011912



## DUTY MANAGER - COMMERCIAL OPERATIONS PERSON SPECIFICATION

	Essential	Desirable
<b>EXPERIENCE &amp; PERFORMANCE</b>		
Duty management experience within a customer service business with a commercial focus	✓	
Duty management experience of successfully running commercial operations	✓	
Proven track record of successfully delivering constant business improvements	✓	
Successful delivery of safe and effective operational standards	✓	
Established customer service industry experience	✓	
Experience of managing and inspiring people	✓	
<b>SKILLS</b>		
All-round business management skills and experience	✓	
Great time management and always act in a timely manner	✓	
Always professional with high personal standards and expectations of others	✓	
Highly organised with an eye for detail	✓	
Able to lead from the front	✓	
Able to implement business change and positively channel this through others	✓	
Able to support and develop staff as individuals	✓	
Able to work with others, network, and positively influence others to gain the desired outcome	✓	

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<b>KNOWLEDGE</b>		
Understanding of the day-to-day activities of Folkestone Harbour & Seafront		✓
Understanding of food & beverage operational and service standards		✓
Demonstratable understanding of operational excellence	✓	
Thorough understanding of health & safety requirements	✓	
Knowledge and experience of event management		✓
Knowledge and experience of visitor attraction management		✓
<b>ATTRIBUTES</b>		
Positive attitude to new ways of working, with a record of responding flexibly to ad hoc requests and organisational change	✓	
Allrounder able to successfully turn hand to any task	✓	
Enthusiasm for customer service excellence	✓	
Smartly presented at all times	✓	
Reliable, punctual, trustworthy and flexible	✓	
Great communicator at all levels	✓	
Commercially focussed; at your core you want to generate business success	✓	
Display innovation, entrepreneurial flair and professionalism	✓	
<b>QUALIFICATIONS</b>		
Personal License Holder		✓

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