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# Example of Duty Manager Job Description

Our innovative and growing company is looking for a duty manager. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for duty manager

* Ensures that all information on restaurants, hotel facilities, emergency telephone numbers and other miscellaneous numbers are kept up to date at all times
* Undertake hotel inspections noting any quality improvements
* Maintain the integrity of the Front Office environment
* Take responsibility in the absence of higher authority in any security situation Including major accidents, medical, thefts, natural catastrophes
* Ensure adequate delivery of Health and Safety and compliance ensuring all policies and procedures are aligned with MITIE H&S Team and the Client, ensuring all risks are mitigated efficiently and effectively
* Flexible business support approach for ad hoc tasks, and to assist colleagues and other teams as and when required
* To understand and comply with policies and procedures
* To carry out work in a safe and diligent manner
* To undertake additional duties in line with capabilities as required
* Ensure that the KPI’s for the contract are met in full

## Qualifications for duty manager

* ITIL knowledge (certified preferably)
* Candidate must possess at least a Diploma, Advanced/Higher/Graduate Diploma, any field
* Minimum 2 years of experience in similar capacit
* Fluent in both oral and written English and Bahasa Melayu
* Confident, mature, courteous, well-groomed, approachable, attentive and pro-active
* Minimum 2 years work experience as Assistant Manager - Concierge or Duty Manager