

# Carnival UK Job Description

## Day Duty Manager

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The contents of this job description must be used in association with the KSB for this role. The job description summarises the key responsibilities for the role (Technical, Business and People) and the KSB provides the detail for the Knowledge, Skills and Behaviours required to carry out the role competently. This job description gives an overview of the role and as such you will be required to undertake any other duties as requested. You may also need to refer to company regulations which will also form an additional part of your job description.

<b>Reporting to:</b> Customer Services Manager	<b>Department:</b> Hotel Operations & Retail
<b>Leadership Responsibility:</b> Hotel Duty function working closely with F&B and Housekeeping teams and driving service and brand standards	<b>Location:</b> Fleet based across CUK vessels
<b>Titles of Direct Reports:</b> Reception Manager	<b>Budget Responsibility:</b> Responsible for the effective management of hotel administrative costs
<b>Size of Department:</b> up to 100	<b>Revenue Responsibility:</b> Responsible for foreign exchange and special gift services sold at the Reception desk

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### Standard Role Summary:

Overseeing the hotel operation during off peak periods you will be responsible for the overall guest experience during these periods supporting the wider hotel operation by recovering brilliantly when issues arise and driving our service standards and behaviours.

You will lead our Reception services and team to new levels, striving to maximise the guest experience at the reception desk, delivering authentic heartfelt moments, quick recovery and response times and identifying opportunities to reduce the reasons to visit the Reception desk as part of our commitment to continuously improve our holiday experience.

You will support the wider hotel department with responsibilities including identifying the root cause of irritants in the guest flow and experience, the overall scheduling of officer engagement and ensuring visual service and brand standards are maintained at all times.

### Primary Responsibility of the Role:

- Overseeing the wider hotel operation during off peak times
- Drive changes and support the wider business vision on our overall Reception experience
- Identifying and root cause removal of irritants from the guest flow and experience
- Responsible for ensuring service standards are met by undertaking reviews and providing coaching
- Responsible for ensuring all locations conform to brand standards specifically; presentation and delivery of Hotel condition
- Support the guest journey by identifying opportunities to continuously improve flow and logistics of embarkation and disembarkation
- Develop and manage Officer visibility and engagement programme to ensure we exceed guest expectations and support our guests during busy times
- Driving the brand vision and ensuring standards are maintained
- Supporting revenue generation through reception services
- Ensure that robust control procedures are implemented and maintained to meet service standards
- Champion the P&O Service Programme, demonstrating leadership behaviours; coaching, supporting and challenging teams to achieve the most effective ways of working.
- To manage all aspects of performance of assigned direct reports.
- Implement Company strategy as directed
- Monitor and manage ILO for planned roles and direct reports on a monthly, weekly and daily basis, ensuring hours of working are organised to meet operational requirements.
- Attend corporate sponsored social events as required

## Key Responsibilities & Duties:

### Core Knowledge & Skills

Experience / Qualifications	Summary of Requirements
	<p>Experience of working within a 3 star, or higher, high volume multi-function hotel operation</p> <p>Comprehensive understanding of customer service environments and recovery</p> <p>Experience of working within multi-venue/event planning</p> <p>Proven management experience</p> <p>Knowledge of pest control desirable</p>
Certificates	Valid ENG1 medical certificate or equivalent for the duration of each voyage

### HESS (Health, Environment, Safety and Security)

Knowledge/Skill	Summary of Responsibilities
Health and Safety	<p>Lead by example by taking care of the health and safety of self and others</p> <p>Report all accidents, 'near miss' incidents and work related ill health conditions to Senior Officer and Safety department</p> <p>Follow safety rules and procedures</p> <p>Ensure all work equipment, personal protective equipment, substances, and safety devices are used correctly</p> <p>Take part in safety training &amp; risk assessments and suggest ways of reducing risks</p> <p>Carry out risk assessments within designated area of responsibility</p> <p>Actively promote safe working within teams and encourage safe behaviours</p> <p>Undertake safety 'walk rounds' within own area identifying areas of improvement</p>
Public Health	<p>Follow all company public health policies and procedures appropriate to the role</p> <p>Complete all necessary public health paperwork accurately</p> <p>Institute appropriate public health precautions as relevant to role</p> <p>Ensure all company public health policies and procedures are Incorporated into daily work routines</p>
Environment	<p>Ensure the team are aware of their Environmental Responsibilities</p> <p>Implement the principles of the onboard Garbage Management Plan and Ship Energy Efficiency Management Plan for area</p> <p>Complete all environmental records accurately</p>
Emergency Duties (Shipboard Incident Response Organisation SIRO)	<p>Understand own emergency duties and routines onboard ship</p> <p>Take an active part in the ship's team response to an incident</p> <p>Ensure familiar with ship's emergency alarms and routines</p> <p>Ensure familiar in the use of all fire fighting appliances located within area of responsibility</p> <p>Ensure familiar in the use of the ship's life saving appliances and equipment including lifeboats and life rafts</p> <p>Participate fully in all relevant drills and training</p> <p>Know how to raise the alarm when necessary</p> <p>Able to identify escape routes and emergency exits</p> <p>Understand the function and operation of fire screen/splash tight and watertight doors</p> <p>During an incident work within the guest mustering organisation or as a member of the</p>

	<p>command party with administration duties as directed</p> <p>Carry out guest clearance from public areas ensuring all guests have responded correctly and the area is clear</p> <p>Undertake other emergency duties / routines within the ERP as directed</p> <p>Undertake any other emergency duties required that are specific to vessel</p> <p>Follow all emergency procedures as directed</p>
<b>Safeguarding</b>	<p>Aware of CUK safeguarding children policies and procedures</p> <p>Report any concerns of a safeguarding nature to the Designated Safeguarding Person (DSP)</p>
<b>Security</b>	<p>Apply the correct security measures for own department / area</p> <p>Lead and direct the team in applying security measures and actively promote understanding of security issues</p> <p>Encourage security awareness within the team</p>

## Technical

<b>Knowledge/Skill</b>	<b>Summary of Responsibilities</b>
<b>Brand and Service Standards</b>	<p>Monitor, review and coach the team in the quality standards as outlined by the company</p> <p>Ensure the brand service standards are followed, dealing with any non-compliance through departmental managers</p>
<b>Customer Service &amp; Planning</b>	<p>Adapt quickly and remain calm when customer / guest requirements or demands change, or escalate the requirement to ensure a quick resolution is achieved Identify opportunities to do extra for guests, independently, or in collaboration with colleagues</p> <p>Make and suggest adjustments to the service in response to guest feedback and understanding of the guest profile for the cruise</p> <p>Oversee the production of resource plans for the main hotel workforce for the activities and services provided in response to an in-depth analysis of the guest profile for each cruise and participate in review/continuous improvement sessions</p>
<b>Guest Programme and Revenue Generation</b>	<p>Provide advice and support to the team to support in achieve successful sales and revenue generation</p> <p>Ensure that revenue generating activities and entertainment activities are balanced as outlined by the company</p> <p>Undertake regular reviews of the guest programme with the team and wider hotel management to continuously improve</p>
<b>Food Hygiene</b>	<p>Ensure all planned staff and direct reports attend food hygiene training as required</p> <p>During Hotel Duty Periods undertake regular checks of the area to ensure compliance</p> <p>Proactively identify improvements and suggest changes for possible inclusion in the policy</p>

## Business

<b>Knowledge/Skill</b>	<b>Summary of Responsibilities</b>
<b>IT Skills</b>	<p>Competent in the use of most MS Office Software</p> <p>Proficient in the use of Stores Management System</p>
<b>Commercial Decision Making</b>	<p>Use data from cost reports to make reasoned commercial decisions</p> <p>Take into account the financial impact when making decisions</p>

<b>Stock Control</b>	<p>Review stock orders and challenge where unusual or incorrect</p> <p>Use historical data to support discussions if required and investigate any variances</p> <p>Oversee all stock order planning for the longer term for own area of responsibility</p>
<b>Financial Management</b>	<p>Identify areas of improvement within the product that may reduce overall costs and increase efficiencies</p> <p>Understand the various budgets for the department, providing support to the Food &amp; Beverage and Housekeeping Managers, as and when required.</p>
<b>Audit &amp; Compliance</b>	<p>Carry out audits of hotel workforce ensure resources are used effectively to maximise our guest experience and ensure rest periods are met</p> <p>Govern control processes to ensure brand and service standards are met and that collateral requests go through the correct channels</p> <p>Ensure immediate team and planned hotel workforce attend undertake company required training</p> <p>Undertake shipboard walk arounds to ensure presentation standards are adhered to</p>

### People / Management

<b>Knowledge/Skill</b>	<b>Summary of Responsibilities</b>
<b>Advising &amp; Influencing</b>	<p>Present specialist information to non-specialists in a manner in which it can be understood</p> <p>Influence others where appropriate to help make the most effective business decisions</p>
<b>Dealing with Challenging People</b>	<p>Assess situations and make appropriate decisions on when and how to resolve them</p> <p>Confidently and professionally diffuse emotionally charged situations</p>
<b>Facilitation Skills</b>	<p>Run meetings effectively, including agendas and timing and ensuring views are heard</p> <p>Facilitate meetings discussing pertinent issues and reaching agreed actions</p>
<b>Quality Assurance</b>	<p>Observe, review and assess all aspects of the quality of service being provided across the ship against the agreed quality standards.</p> <p>Correlate and analyse all formats of feedback from public area towards identifying opportunity elevating guest experience and action taken</p> <p>Support any individual within your team to take action and resolve issues when any element of the service or work being carried out is not up to standard</p>
<b>Planning &amp; Prioritisation</b>	<p>Plan own work schedule</p> <p>Discuss with the Immigration &amp; Planning Manager, Food &amp; Beverage, and Housekeeping Manager to prioritise needs for the Hotel and allocate support as necessary to ensure efficient delivery of service</p>
<b>Resource Management &amp; Delegation</b>	<p>Delegate tasks with clear instructions, expectations and necessary responsibility</p> <p>Conduct meetings as and when required to ensure effectively delivery of requirements</p>
<b>Providing Performance Feedback</b>	<p>Provide prompt feedback in the most effective manner to ensure that the advice is accepted and understood</p> <p>Ensure feedback is both positive and constructive</p>
<b>Coaching &amp; Mentoring</b>	<p>Hold effective developmental discussions with team members</p> <p>Act as a coach or mentor for team members and subject specialist situations</p>

**CUK Behaviours** (Refer to the skills profile for detailed CUK Behaviours)

<b>Officer / Supervisor Style</b>	<p>Thinks about their style and approach and how this impacts the team</p> <p>Works as part of the team to achieve agreed goals</p> <p>Supports and encourages others, helping to build a positive and open culture</p>
<b>Thinking Ahead / Making Change Happen</b>	<p>Thinks ahead when working with a team and helps others to change</p> <p>Identifies problems and actively works to generate solutions</p>
<b>Working with Others</b>	<p>Works collaboratively, supporting and encouraging others to achieve objectives</p> <p>Actively works to improve own knowledge and experience and is approachable to others</p> <p>Respects colleagues and guests and gives constructive and helpful feedback</p>
<b>Communicating Effectively</b>	<p>Proactive and positive in their communications with the team and others</p>
<b>Guest Centred</b>	<p>Actively engages positively with the guests ensuring a personal service is provided Understands how their role directly impacts the guest experience and ensures the Hotel team provide an unrivalled guest focused service</p> <p>Deals with feedback positively and strives to deliver a consistently high service</p>
<b>Acting Safely</b>	<p>Takes responsibility for health and safety of self and others and always considers safety in their everyday tasks and activities</p>

**Person Specification**

	Able to work on own with minimal supervision
	Demonstrates honesty and integrity at all times
	Passionate about guest service and enjoys working hard to deliver a great service
	Comfortable talking to a wide range of people including guests
	Works effectively as part of a team to deliver an efficient service, showing trust, respect and fairness in their treatment of colleagues
	Communicates clearly and effectively, keeping others informed of progress and highlighting any issues
	Remains calm and courteous at all times
	Demonstrates cultural and interpersonal sensitivity in dealings with others
	Organised, structured, strong planning skills and focussed on the detail in their approach to work
	Models high standards of service, brand, ethics and appropriate behaviour
	Adaptable and flexible in the face of change or unanticipated events
	Loyal to the Carnival UK brand and compliant with company policies, procedures and standards

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