



## Job Description

### SECTION 1 - Description

**Job Title:** Senior Duty Officer

**Location:** Central Service Department, RCPE, EDINBURGH

**Reports To:** Venue Manager

**Date:** 09/10/2018

### SECTION 2 Job Purpose

Since 1848 the College has been based in the historic buildings at 8 – 13 Queen Street. Following a £3.5m investment, we are now entering an exciting phase of the College's development with the launch of our International Conference Centre in Spring 2019, and an aspiration to become the Venue of Choice in Edinburgh.

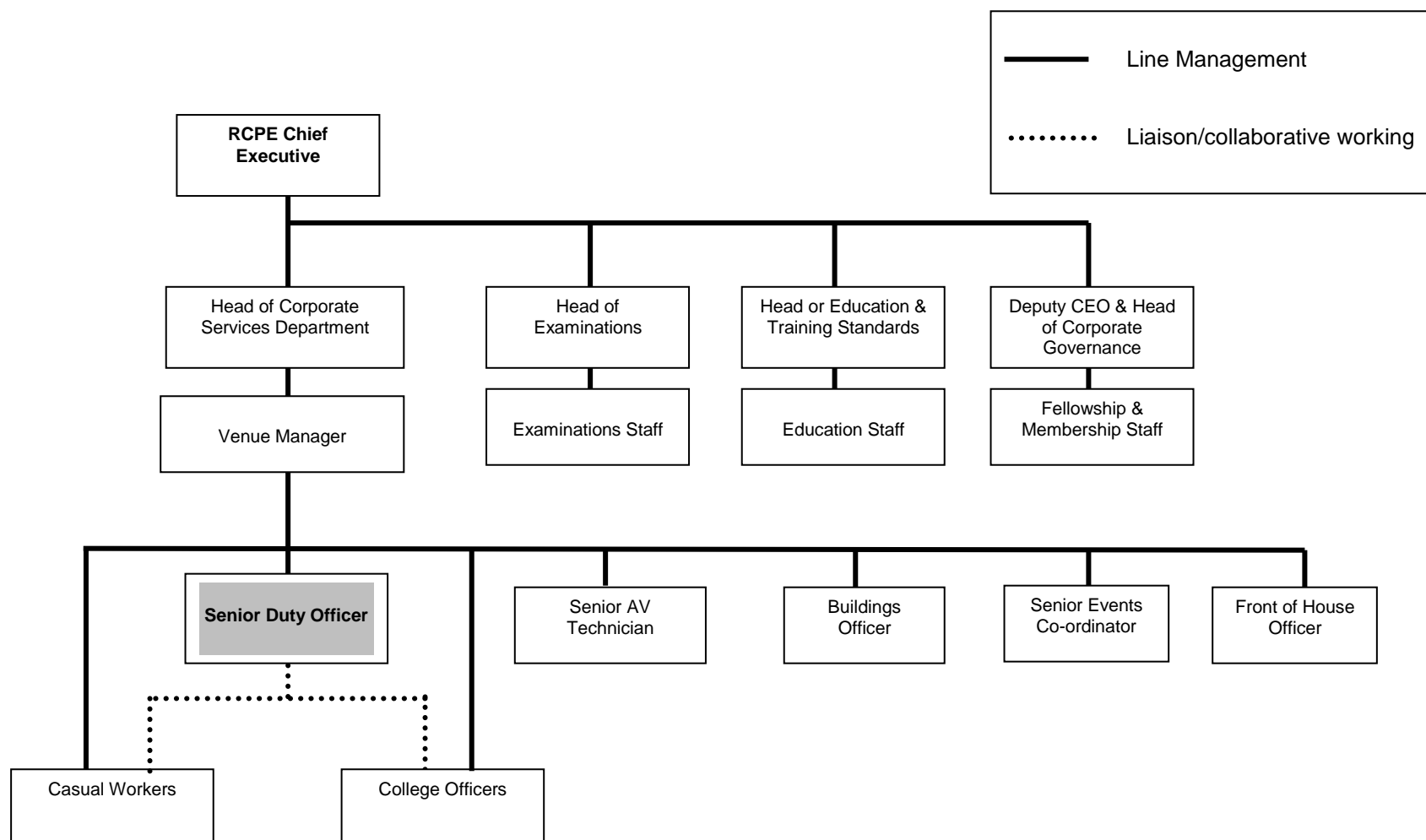
Our Senior Duty Officer will play a key role in supporting the Venue Manager by supervising and co-ordinating day to day support of Duty Officers & related Casual Workers. You will not only act as co-ordinator for the team of Duty Officers but also participate in the routine Duty Officer activities too.

Take responsibility for the effective monitoring of the daily building and event operations, by provide support and guidance to fellow colleagues to ensure a successful and effective operation ending in a positive delegate, colleague and client experience. By assisting in the training, motivation and coaching of employees, you will serve as a role model for others.

The role will help deliver a range of common duties assigned to the role of Senior Duty Officer in support of College business activities. With exceptional customer service at the heart of all we do, the development of a good understanding of other roles in the Venue Team, to be able to provide limited holiday/sickness cover where necessary.

### SECTION 3 Organisation Chart

An organisation chart for the department is shown overleaf (no hierarchy implied – we have a flat departmental structure).



## SECTION 4 Dimensions

- Duty Officers operate across a building of 60,000 sq. ft.
- The Duty Officers deliver collectively\*:
  1. Support services to approximately 600 internal and external events per year (2015 figs)
  2. Approximately 2000 overtime hours (Range 50 – 500 hrs/Average 300 hrs) (2015 figs)

*\*Note: 6 employees act as Duty Officers (Senior Duty Officer, Buildings Officer, Assistant AV Technician/Duty Officer and 2 Duty Officer/Assistant Fire Officer)*

## SECTION 5 Main responsibilities

- Supervise and Coordinate Duty Officers ensuring that they deliver their appropriate duties to staff, clients, contractors and members of the public
- Work closely with the Events team to ensure that facilities and manpower for College external and internal events are available on time and in accordance with the requirements of the clients and Events team.
- Prepare work rotas for Duty Officers on a monthly basis including daily 'early man', emergency cover, ceremonial and overtime rotas to ensure that appropriate manpower is available to support College based events and activities at all times
- Supervise and coordinate Duty Officer Support for College ceremonial functions and in doing so update college traditions and values. Act as master of ceremonies or direct Duty Officers in this role.
- Work with the Venue manager in the recruitment for both Duty Officers and Casuals including providing administrative support pre and post recruitment and attending relevant interviews. Supervise the setting out of wine for College events to agreed protocols set by the Social Convenor of the College and participate jointly with the Finance team in wine stock control and stocktake to ensure correct usage of wine stock and to safeguard these assets
- Monitor security of the building and all staff and members of the public within the building on a daily basis – this includes acting as principal key holder for the College, the safekeeping and issuing of keys and communicating with staff on security issues.
- Providing first line liaison with the police and security alarm issues on all security issues with Police and Royal Protection Units in respect of VIP visits to the building.
- Acting key holder for the silver collection of the College to ensure that the collection is secure and usage is co-ordinated
- Coordinate the on-site cleaning contractors to monitor and ensure quality of service
- Coordinate the staff first aiders that form part of the emergency response team, ensuring that they are appropriately trained and have the required certification to deliver the required standard of first aid cover and ensure they are to hand when required
- Coordinate procurement of all supplies relevant to the delivery of duty officer services within budgets agreed by the Venue Manager

Senior Duty Officer February 2019

- Support the Buildings Officer by coordinating procurement and storage of all general supplies for the maintenance of the building e.g. light bulbs, toilet rolls etc.
- To deputise for the Buildings Officer in their absence
- Participate in routine Duty Officer activities to ensure sufficient manpower is available and to support the work rota (see section 10: Job Context and Special Features below).

## **SECTION 6 Planning and Organising**

- The post holder will be expected to plan and organise almost all aspects of their own operational workload and tasks of staff within reception - most tasks will be implemented in accordance with previously agreed rules and procedures. Some aspects will be planned in conjunction with the Venue Manager and Buildings officer
- The post holder is required to plan the work rota for Duty Officers and Casual Workers on a monthly basis taking into account the need for shift planning but also availability, sickness, shared hours, weekends, holidays etc. Furthermore the post holder must also constantly reprioritise and re-plan this rota to incorporate short notice or unforeseen changes
- Working with minimal direct supervision, prioritise weekly and daily workload to incorporate unforeseen or urgent issues without losing sight of prior deadlines and ensure multiple tasks are dealt with
- Work streams will be principally self-generating although will be directed by the Venue Manager
- Working flexibly and accommodating change to plans whilst maintaining a positive attitude

## **SECTION 7 Decision Making**

- The post holder will be required to provide recommendations and advice to the Venue Manager and others on all matters but in particular those related to event delivery services
- The post holder will be required to take most day to day operational decisions with regard to in their area of responsibility referring to or seeking advice from the venue manager when required.
- When providing out of working hours services the post holder will be required to make ad hoc decisions without reference to their line manager or others with regard to the needs of clients using the premises at that time or in the event of unforeseen circumstances or emergencies
- Initiative and judgment are required to address and resolve daily problems or escalate them appropriately
- Work allocation of College Officers

## **SECTION 8 Internal and external Relationships**

### **External:**

Respond to enquiries from stakeholders and enquirers to provide the appropriate information  
Liaising with members of the public, clients and contractors using the College on a daily basis  
Be first point of contact for people and organisations hosting events at the college

### **Internal:**

Liaise with Department colleagues, College Officers, AV Technicians and Events Team to ensure set up and technical support is in place for the smooth running meetings and events  
Liaise with the College's publications staff regarding changes to documents beyond updating text  
Responding to enquiries from and supporting the staff

## **SECTION 9 Knowledge, Skills and Experience Needed**

The post holder will have:

- Excellent IT skills including of standard office applications such as word processing, spreadsheets, power point, email/internet (essential)
- Good written and verbal communication skills with the ability to establish and maintain effective working relationships with a wide range of College staff, physicians and other healthcare professionals (including international stakeholders whose first language may not be English) (essential)
- Communication skills that allow the post holder to address day to day challenges and persuade and influence staff and clients
- Experience of dealing effectively with members of the public and clients and ability to deal with difficult circumstances with minimum support (essential)
- Experience of Planning rotas in an event delivery environment (essential)
- A flexible approach with the ability to plan own daily workload, to work both independently and in a team, and to deal with multiple tasks and sometimes competing priorities (essential)
- Excellent organisational skills and attention to detail with a demonstrable record in meeting deadlines and using own initiative (essential)
- Motivational skills to encourage performance, productivity and teamwork from colleagues (essential)
- Trustworthiness
- Well presented – dressed appropriately for dealing with the public

## **SECTION 10 Job Context and Special Features**

- In the guise of Duty Officer required to work in accordance with the Duty Officer rota which may result in shift working and work outside of normal office hours
- When working as a Duty Officer out of hours (and in the absence of the senior management team) the post holder will be in the unique position of taking lead and sole responsibility for the security and safety of College buildings and people within the building at that time and decide what action is necessary to meet the needs of internal and external clients within the resources available to them.
- Necessity to gain a wide understanding of different processes in the department, to provide cover for other members of the team on occasions as required.