



JOB DESCRIPTION & CANDIDATE PROFILE

JOB TITLE	Duty Manager
DEPARTMENT	Operations
LOCATION	The Piece Hall, Halifax
HOURS	37 hrs per week (will include evenings and weekends)
PAY	£13.69
CONTRACT:	Temporary
DATE:	May 2026

PURPOSE OF THE JOB

Reporting to and working closely with the Head of Operations, the Duty Managers will be responsible for the smooth running of the daily operations of The Piece Hall. Duty Managers will ensure that The Piece Hall building and facilities deliver all the expectations of a World Class visitor destination. This takes the form of conducting effective security, compliance, maintenance and cleaning processes, whilst delivering excellent customer service to The Piece Hall's tenants and visitors.

The Duty Managers' work will be shift based, and whilst on duty they will confidently lead the cleaning, security and maintenance arrangements across the site. You will largely be responsible for being a key-holder of the building and opening and/or closing the building. The role will also be practical and hands-on, and tidying, cleaning and maintenance will be an essential part of the Duty Managers' daily activities. They will also act as "eyes and ears" for the Piece Hall Trust, regularly taking overall operational responsibility for the building and its activities.

KEY RESPONSIBILITIES

- To ensure that all public areas including the courtyard, welcome centre, entrance gates, perimeter and toilets are consistently presentable and in keeping with a world class visitor destination, and to be actively involved in cleaning and maintenance
- To be a knowledgeable ambassador, greeting visitors and helping with directions and enquiries
- To monitor activity across the site, regularly walking around the courtyard, perimeter and public areas, protecting the site and maintaining staff presence
- To respond to any issues or concerns that arise when monitoring the site
- To work closely with surrounding organisations to enable an effective overall understanding of operational and security issues, and to respond to these issues in coordination with such organisations
- To conduct counter terrorism checks to protect the site against such a threat
- To act vigilantly in relation to safeguarding, and to follow up when there are concerns
- To take the lead managing any alarms, incidents or emergencies, and to report these incidents in line with appropriate procedures. This will involve dealing directly with members of the public, and may involve resolving conflicts, handling tricky situations and potentially removing individuals from the site

- To liaise with the emergency services as and when necessary, in relation to any criminal incidents, fire alarm activations, first aid incidents etc.
- To act as fire officer/ marshal when required to evacuate the building
- To be a nominated first aider, to respond to any first aid needs and to log such incidents for legal and insurance purposes
- To report any health and safety concerns, incidents and near misses
- To open and close the building in accordance with the correct procedures
- To respond to any out of hours call outs as and when required
- To support site access during events, liaising with the events team and their contractors
- To carry out and record relevant checks and maintenance of building systems, including fire alarms, intruder alarms and CCTV
- To monitor CCTV for suspicious activity and respond to any issues that arise
- To distribute keys as necessary and to keep a log of this activity
- To deliver services such as cleaning, maintenance, waste disposal, and recycling across the site, including (but not limited to) litter picking, refreshing toilets, emptying bins, unblocking toilets etc.
- To clean the courtyard and balconies regularly throughout shifts
- To clear snow and grit public walkways and the courtyard during colder months
- To monitor and assist with the cleaning and maintenance of shared public areas with neighbouring organisations, and to ensure ongoing positive working relationships
- To check equipment such as lifts at the beginning of each shift to check that equipment is working and safe for use, and to follow up urgently in the case of a fault
- To control the access of contractors onto site, and to ensure all work being carried out complies with the relevant procedures
- To manage the access of vehicles on to site
- To receive, log and investigate lost property found or lost on the site
- To troubleshoot issues relating to basic building systems, IT etc. to support the effective operation of the building for tenants and visitors
- To work closely with the events team to keep the delivery of the facilities at a high standard before, during, and after events
- To respond to customer complaints (in person where possible) and carry out investigations to achieve a satisfactory resolution.
- To monitor the use of units let to tenants, and to report any concerns to the Head of Facilities for follow up
- To respond to premises issues raised by tenants, either by carrying out hands on maintenance and repairs that are the responsibility of The Piece Hall as a landlord (where possible and safe to do so) or to follow up with the appropriate contractor and/or the Head of Facilities
- To develop effective and open relationships with tenants and other staff
- To carry out health and safety checks of the building, and to action and report any issues
- To assist the Head of Facilities to ensure the building meets legal regulations, licensing requirements and environmental, health, safety and security standards
- To ensure that the Piece Hall Trust fire strategy is followed by building users, and to report any areas of concern or improvements to the strategy to the Head of Facilities
- To suggest improvements and implement alterations as required to the premises
- To undertake other appropriate duties and responsibilities from time to time as required.

WORKING RELATIONSHIPS

- Head of Operations, other Duty Managers and Piece Hall Wardens
- The Chief Executive, Chief Operating Officer, and Director of Finance, HR, Events & Communications
- All Piece Hall staff teams and volunteers
- Piece Hall tenants and their staff teams
- External commercial partners and suppliers
- Local and regional partner organisations, including Calderdale Council.

CANDIDATE PROFILE

Experience Required

Essential

- Demonstrable experience of delivery of a safe and clean public building or visitor destination to a high standard
- A strong track record of customer focussed delivery to the public
- Experience of creating successful working relationships with customers or partners
- Demonstrable experience of and willingness to undertake general hands on minor maintenance
- Demonstrable experience of positively managing relationships with third parties such as business neighbours
- A history of and ability to support multiple projects simultaneously

Desirable

- A working knowledge and experience of handling security in public buildings
- Experience in a role in the security sector, such as a guard/officer/steward
- A working knowledge of relevant Health and Safety legislation and experience of effective checks and record keeping for legislation and regulatory requirements
- Experience utilising and managing CCTV systems
- A track record in implementation of building fire safety.

Other Skills, Knowledge and Relevant Qualifications

Applicants must have:

- A demonstrable enthusiasm for The Piece Hall and the huge potential of the organisation and the area, and the ability to help shape and realise the Trustee's and CEO's vision for The Piece Hall
- The ability to build effective relationships
- Good face to face communication skills
- Evidence of being a positive problem-solver
- Ability to think quickly and to deal with problems calmly in a pressured situation
- The ability to deliver excellent customer service
- An understanding of the sensitivity of commercial activity in a heritage building
- A team player, able to work independently of hands-on direction
- The ability to positively represent The Piece Hall to external bodies
- The willingness to work outside of 'normal' office hours
- A sense of humour and genuine enjoyment of work and the ability to maintain these attributes under pressure
- Willingness to undertake an extensive training programme.

Desirable experience and knowledge:

- Security Industry Authority (SIA) Training and License
- Door Supervisor License
- CCTV License
- Personal license
- An accredited first aid certificate
- Safeguarding experience/training
- A relevant H&S Qualification (IOSH, NEBOSH etc.)

N.B. We expect all Piece Hall staff and volunteers to maintain and demonstrate at all times a very positive and supportive attitude to the organisation and to all colleagues, and we consider this to be the key “behaviour” that is applied to all other requirements of all posts.

Please note:

- This job description is not exhaustive and amendments and additions may be required in line with future changes in policy, regulation or organisational requirements, it will be reviewed on a regular basis.
- This role is subject to a basic criminal record check.