



TRINITY COLLEGE

UNIVERSITY of OXFORD

Levine Building Duty Manager

Job Description

The role of Levine Building Duty Manager is to prepare and manage the events taking place within the Levine Building. The role requires the ability to manage multiple events across the site and to ensure the highest standards of customer service are provided at all times. The Levine Building Duty Manager is the first point of contact for guests and will provide a warm welcome.

Key Responsibilities

- To supervise the team of Stewards on duty, ensuring the team are punctual and well prepared.
- To carry out a full briefing for all Stewards, so they fully understand the requirements of the event(s) taking place in the building.
- To ensure the event space(s) are clean and well prepared, with the appropriate set up.
- Efficiently manage multiple room set ups and turnarounds within one event space.
- Manage basic AV and technical requirements of the event(s) and provide troubleshooting support during the event(s) as required.
- At the end of the event(s), ensure Stewards carry out a full litter pick, clear away as required and ensure all equipment is safely switched off.
- Carry out a full check of all spaces, including toilets, to ensure they are clear at the end of an event(s) and all equipment is switched off, before “handing” the building over to the Night Porter/Lodge staff.
- Manage a full evacuation of the building as required, with the help of Stewards.
- Pro-actively respond to maintenance, cleaning or other building issues as required.
- Complete a full FOH report at the end of the event(s), highlighting any issues which need to be addressed by the Conference, Maintenance and Housekeeping Teams, or other departments as required.
- To work as part of a team, including working closely with the Dining Hall Stewards and Bar Managers.
- To oversee the arrival of guests and manage the cloakroom facilities.

Essential

- Experience in a customer service role
- Excellent communication skills with high attention to detail
- A team player with the ability to work under pressure using initiative
- A responsible and mature attitude towards work and colleagues
- The ability to multitask and prioritise work load
- Willingness to regularly work evening and weekend shifts

Desirable

- Experience of working in events

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Trinity College is a registered charity, number 1143755