

# Duty Manager Person Specification

	Essential	Desirable	Tested at Interview	Tested at Application
Personal License Holder or working towards		X		X
First Aid Trained		X		X
Experience of working in the night time economy – bars, clubs, hospitality or events	X		X	X
Experience of leading or supervising others	X		X	X
Experience of managing customer facing teams in a busy environment		X		X
Experience in handling conflict and de-escalating during difficult incidents		X		X
Knowledge and understanding of UK licencing laws, including age verification, alcohol service regulations and capacity limits.	X		X	X

Knowledge of health and safety requirements and risk assessments		X		X
Awareness of venue operations – bar processes, stock monitoring, door and security procedures.		X		X
Effective leadership and decision making under pressure	X		X	X
Excellent communication skills with customers, staff, security and external authorities.	X		X	X
Able to manage incidents calmly and responsibly	X		X	
Strong organisational and multi-tasking ability	X		X	
Proficient in maintaining accurate incident logs and venue reports		X		X
Confident, assertive and resilient	X		X	
Professional, reliable and trustworthy	X		X	
Calm under pressure	X		X	
Customer focussed with a positive and welcoming attitude	X		X	

