

Job Title	Duty Manager
Location	aha Gateway Hotel, Cnr Centenary Blvd &, Twilight Dr, Umhlanga
Objective	Responsible for overseeing the day-to-day operations of the organisation during assigned shifts, ensuring the efficient delivery of services, maintaining high standards of customer service, and ensuring compliance with company policies, operational procedures, and health and safety requirements. The successful candidate will supervise staff, coordinate operational activities, resolve customer concerns, and ensure that facilities and resources are effectively managed.
Key Areas	Operational Management • Oversee the daily operations of the facility during assigned shifts. • Ensure that all departments operate efficiently and in accordance with organisational policies and procedures. • Monitor service delivery standards and implement corrective action where necessary. • Ensure operational readiness at the start of each shift. • Coordinate daily activities to ensure smooth and efficient operations. • Monitor attendance, punctuality, and staff deployment. Staff Supervision • Supervise, support, and motivate employees during assigned shifts. • Allocate duties and monitor staff performance. • Ensure employees comply with organisational policies, procedures, and dress code requirements. • Provide coaching and on-the-job guidance where necessary. • Assist in the induction and training of new employees. • Address employee concerns and escalate disciplinary matters where appropriate. Customer Service • Ensure excellent customer service is consistently delivered. • Respond promptly and professionally to customer enquiries and complaints. • Resolve operational issues while maintaining customer satisfaction. • Build positive relationships with customers and stakeholders. • Monitor customer feedback and recommend service improvements.

Health, Safety and Compliance

- Ensure compliance with Occupational Health and Safety (OHS) policies and procedures.
- Conduct routine inspections to identify potential safety hazards.
- Ensure emergency procedures are understood and followed.
- Report incidents, accidents, and safety concerns promptly.
- Ensure compliance with relevant legislation, company policies, and industry standards.

Facilities and Asset Management

- Conduct routine inspections of buildings, equipment, and facilities.
- Report maintenance requirements and follow up on outstanding repairs.
- Ensure cleanliness, security, and functionality of operational areas.
- Monitor the condition and availability of operational equipment.

Financial and Administrative Responsibilities

- Assist with daily cash handling procedures where applicable.
- Verify transactions, reconciliations, and documentation.
- Monitor stock levels and report shortages.
- Assist with inventory control and asset management.
- Prepare shift reports and maintain accurate operational records.
- Submit incident reports and other required documentation.

Security Management

- Ensure the safety and security of employees, customers, visitors, and company assets.
- Monitor access control procedures.
- Respond appropriately to emergencies and security incidents.
- Liaise with security personnel and emergency services when required.

Performance Monitoring

- Monitor operational performance against established standards.
- Identify operational challenges and recommend improvements.
- Ensure service level targets are achieved.
- Report operational issues to senior management.

Communication and Coordination

- Maintain effective communication between departments.
- Participate in management meetings where required.

	• Ensure proper shift handovers. • Communicate operational updates to staff and management.
MINIMUM REQUIREMENTS	Competencies
• Matric / Grade 12 • Diploma or Certificate in Business Management, Hospitality Management, Public Management, Operations Management, Retail Management, or a related field is advantageous. • Supervisory or Leadership training will be an added advantage. • First Aid and Occupational Health and Safety (OHS) certification are advantageous. • A valid driver's licence may be required depending on operational needs. • At least 2 years' experience in a supervisory or team leader role. • Microsoft Office Suite (Word, Excel, Outlook).	• Conflict resolution and complaint handling. • Financial and stock control. • Risk assessment and incident management. • Computer literacy. • Leadership and people management. • Strong communication skills. • Excellent interpersonal skills. • Customer-focused approach. • Planning and organisational skills. • Ability to work under pressure. • High level of integrity and accountability. • Adaptability and flexibility. • Time management. • Attention to detail. • Initiative and proactive thinking. • Teamwork and collaboration.



Please take note of the following before applying:

- Do not send your CV / apply if you do not meet the minimum requirements
- Transferring will have to be negotiated with your current manager
- Only candidates that meet the above requirements will be contacted
- Should you not be contacted by HR within 1 week after the closing date, please consider your application unsuccessful.
- Preference will be given to individuals that meet the Company's EE targets as set out in our employment equity plan

Please send your updated CV to recruitment@aha.co.za on or before **15 July 2026**

