



Job Role: FRONT OF HOUSE COORDINATOR

Reports to: CARLY BRAMPTON, EXECUTIVE ASSISTANT TO DAVID WALSH

Role Definition

Ensure the smooth running of a busy office on a day-to-day basis and reception. You will be the first point of contact for all suppliers, therefore essential that the office is run effectively and efficiently.

This is very much a hands on role, with the opportunity to be involved in all aspects of Office Management.

Key Responsibilities & Accountabilities

- First point of contact for all visitors to the company, act as senior receptionist.
- Monitor, manage and review the catering, cleaning, post/courier and stationary contracts
- Manage in-house corporate and internal events
- General office management including Facility management, maintenance of the buildings (including cleanliness), liaising with landlord and external contractors regarding communal areas of the building.
- Ensures that all auditorium equipment is fully functional before any bookings take place, liaison with IT to ensure that all faults are rectified.
- Ensure compliance with Health & Safety legislation for the office manage work station assessments.
- Be responsible for first aid and fire warden duties and ensure each floor the company occupy have the necessary resource to carry this function out, with the appropriate training.
- Check and approve purchase invoices in relation to facilities.
- Confidential waste / recycling arrangements
- Renewal of warranty's for all office appliances
- Manage the company's archiving system
- Ensure basic facilities are well maintained as per our maintenance contract
- Responsible for the security key card system.
- Manage the phone system (Shoretel), updating new joiners and leavers.
- Deal with extensive travel arrangements where needed
- Provide comprehensive support to meet the day to day needs of the company

Skills & Abilities



- Excellent telephone manner.
- Excellent client interfacing/meeting and greeting clients
- Demonstrates a professional approach at all times
- Attention to detail and very good organisation skills.
- Excellent management skills, courtesy and patience
- Exceptional communication with a good command of the English language, spoken and written.
- Ability to gain a good knowledge of the Company and its employees.
- Confident, energetic and assertive.
- IT literate.
- Presentable and have a flexible attitude.
- Exercise good judgement and decision making
- Good delegation skills and the ability to multi task.
- Ability to lead and develop team members, ability to work unsupervised. Knowledge of Health & Safety and environmental regulations.

Knowledge & Experience

- Previous Office Management / Front of House experience and some exposure to facilities management and Health and Safety is required, together with exceptional communication and interpersonal talents and the ability to communicate effectively with people at all levels.
- Sound working knowledge of MS package, video conference and general office / meeting room technology

Professional Qualifications (preferred)

- Minimum A level.