



**Job Role:** Front of House Manager

**Reports to:** Carly Brampton, Executive Assistant to David Walsh

## Role Definition

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Ensuring the smooth running of a busy office on a day-to-day basis and managing the reception team. The Front of House Manager will be the first point of contact for all visitors, therefore it is essential that the reception area 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

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- Manage all aspects of the reception team and ensure the receptionist's role is carried out to an exceptional standard. This will also include staff appraisals, annual leave, sickness, performance reviews etc.
- Ensure reception is covered between 8am and 6pm, that suitable cover is arranged when staff are on annual leave / sickness, and that the rota is kept up to date.
- Take full ownership of the reception and all associated areas, making sure that they are kept in the best possible order at all times, liaising with cleaners, facilities, security and other departments as deemed necessary.
- 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.
- Ensure 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 and manage work station assessments.
- Be responsible for first aid and fire warden duties and ensure each floor the company occupies has the necessary resources to carry this function out, with the appropriate training.
- Check and approve purchase invoices in relation to facilities.
- Confidential waste / recycling arrangements.
- Renewal of warranties 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.
- Provide comprehensive support to meet the day-to-day needs of the company.



## Skills & Abilities

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- Excellent telephone manners.
- Excellent client interfacing/meeting and greeting clients.
- Demonstrates a professional approach at all times.
- Attention to detail and very good organisational 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

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- 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

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- A-levels (minimum)