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**QUIET COMPANY – FRIENDS HOUSE**

**JOB DESCRIPTION**

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| **JOB TITLE:** Head Receptionist  **REPORTING TO**: Bookshop / Quaker Centre Manager (Assistant Service  Delivery Manager)  **RESPONSIBLE FOR**: Receptionists  **DEPARTMENT**: Service Delivery Department  **DATE**: July 2022 |

**Job Purpose**

To supervise and oversee the day-to-day operation of the reception, front of house (FoH) and associated services. Ensure that the team provide a warm and inviting welcome and deliver a friendly and efficient service to all external customers, Friends, staff and visitors to Friends House, whether in person or on the telephone. Ensure that the reception and the team are well presented at all times. To be responsible for the delivery of the highest level of customer service that exceeds the expectations of customers and ensure that all reception and FoH services are provided to the highest quality standards and that all Reception and FoH staff are suitably trained to the appropriate standard.

As Head Receptionist the position holder must have excellent customer care skills, exceptional communication and organisation skills and strong team leadership. You will be responsible for supporting, alongside the assistant service delivery managers, the recruitment, selection, induction, and training and ongoing development of all of the Reception and FoH team. You will be responsible for co-ordinating all administration and operational procedures related to the day to day management of the Reception and FoH services and the administration of the Rendezvous events booking system for room bookings and allocation.

Provide a first point of contact for allbuilding users and conference &Hospitality clientele, delegates, organisers and bookers, members of the public, contractors and suppliers and all Friends and visitors offering help, assistance, advice and information. You will also coordinate service delivery operations through reception and FoH by ensuring effective communication with all service delivery, conference and hospitality staff and managers via the internal radio communication system and via email. Ensure that access to Friends House is carefully controlled to ensure the security and well-being of Friends, delegates, staff and visitors.

**Key Accountabilities:**

1. Always, always smile
2. Supervise the reception team, working with the Bookshop / Quaker Centre Manager and Assistant Service Delivery Managers to ensure they have the necessary direction, knowledge and skills to meet work objectives on an ongoing basis.
3. Liaise with the Business Development & Revenue Manager and events sales office in the promotion of conference and meeting rooms at Friends House and its services to all visitors and guests to include show-rounds, referrals, recommendations, etc
4. Work closely with service delivery operations to ensure a first-class, timely service is provided to all customers in accordance with accreditation and quality standards
5. Ensure that all Friends, delegates, visitors and guests are welcomed properly in to Friends House warmly and efficiently requesting how they may be assisted and directing them on to their respective event, meeting room or location or requesting collection of the individual by the service delivery team in accordance with the company meet and greet policy and minimum quality standards
6. Ensure reception is fully stocked with any necessary information, leaflets, stationery, signage, pencils, pens, etc.
7. Ensure that the whole FoH, main entrance, lobby and reception area is clean and tidy and set-out in accordance with the reception / FoH default lay-out including all signage, furniture, banners, etc and that the electronic signage board is turned on and displaying the correct information carrying out regular daily checks to ensure compliance.
8. Ensure that the Daily & Weekly Events Booking Sheets from Rendezvous are printed out and available in hard copy at reception and that the booking system is displayed on the reception PC and used to check bookings and confirm details for organisers, visitors and delegates as necessary
9. Know what events are taking place that day and all reception staff are prepared and knowledgeable with the event name, company and organiser and any special FoH requirements for the event e.g. Guest Lists, special deliveries, instructions, etc
10. When required, organise FoH and reception staff to cover the Light reception desk, cloakroom and other access areas of the building as may be necessary in liaison with the Service delivery management.
11. Check the front steps and entrance has been cleaned and washed and inform management if any external cleaning needs to undertaken
12. To act as a Quaker ambassador in promoting Quaker values to visitors and guests when necessary
13. Ensure good practices to protect company property, stock and reputation
14. To ensure that you and the reception / FoH team always dress appropriately in accordance with the dress and uniform code and that you present yourself properly and only wear make-up, jewellery, and shoes in keeping with the uniform standards ensuring a proper level of personal hygiene
15. Assist managers in training FOH / reception staff on IT systems, Rendezvous, etc and attend all training implementing any new policies or standards as required
16. Maintain a high level of motivation, engagement and teamwork and set a professional example for colleagues to emulate
17. Always ensure that, upon departure, all guests, delegates, visitors, Friends and organisers are thanked for their visit and asked if they require any assistance or anything further before departure e.g. directions to the station, etc.
18. Record any customer feedback in the customer feedback form and always ensure compliance with the customer complaint procedure if a complaint is made.
19. Order cabs, if requested. Always get the name of the customer and their destination.
20. Help to maintain the reception/FoH area in a clean, tidy and non-hazardous state and oversee all requirements for Health and Safety compliance
21. Ensure you are fully conversant with the fire evacuation procedures and security policy and act as Fire Warden and Instruct and direct staff / security staff as may be necessary
22. Report any maintenance faults immediately
23. Ensure all accidents, including employees, Friends, delegates, visitors and guests are accurately recorded in the accident book
24. Comply with and understand the Company handbook and policies
25. With the service delivery management team, plan and organise rotas to ensure that staffing levels are appropriate to meet business levels to deliver the agreed levels of service.
26. Participate in the weekly operations meeting to check forthcoming business requirements including an awareness of conference & hospitality requirements and then ensure the team are appropriately briefed on any special requirements that may be outside the agreed service standards.
27. Deal with all general enquiries and requests for assistance in a professional and courteous manner, in person, on the telephone or via e-mail
28. Direct clients to their meeting rooms ensuring that they are fully briefed in Friend’s House fire evacuation procedure and how to contact Reception if they required anything during their visit.
29. Ensure that all requests from conference organisers are promptly dealt with, that the appropriate conference & hospitality staff member is informed of any additional service or changes (catering, AV) and that charges are correctly added to their function account.
30. Ensure outreach materials are maintained and available to enquiries and Friends (Quakers)
31. Ensure all staff/contractors sign in using the agreed methods and securely keep all keys/passes ensuring they are signed out and returned.
32. To ensure that all Reception logbooks and checklists are updated daily and signed

**2. Intellectual Demands**

* The post holder is expected to make professional decisions on a daily basis, including the provision of advice to the team and to internal and external contacts.
* A strong standard in reading, writing, numeracy and PC usage including Microsoft Office.

**3. Judgements**

* Make first line operational decisions that affect service delivery to customers and the actions of staff to positively influence the operational efficiency of the organisation.
* Make first line operational decisions that affect the quality of service delivered to external customers which can affect the profitability of the Quiet Company

**4. Use of Resources**

* The post holder has operational responsibility for overseeing the day to day delivery of the customer service on reception and FoH, which includes 2 full time receptionists and one part-time.
* Organise agency staff when required including security staff

**5. Communications**

**Internal Communication – 30 % of Time**

First point contact with staff at all levels of the organisation responding to initial questions and queries. Communication and liaison with Quiet Company management, other supervisors and BYM staff and stakeholders.

**External Communication – 70% of Time**

This is a customer facing role involving contact with conference customers at any level of an organisation including agreeing service requirements with conference bookers / organisers, liaising with conference contacts on the day of event, assisting with enquiries and complaints from conference delegates and other building users (visitors to BYM staff, cafe and restaurant customers, library users, visitors to tenants, tourists)

**6. Physical Demands & Co-ordination**

The role as both Head Receptionist can involve standing on your feet for prolonged periods, manual handling and working with PC’s and other electrical appliances.

**7. Working Conditions and Emotional Demands**

Have interaction with a high volume of people from a variety of backgrounds within short periods of time and have varying needs. Some customers can have difficult requests, which must always be dealt with in a courteous, friendly and professional manner.

Certain tasks can be allocated to specific individuals or pairs as set out in the daily schedule, but remains interchangeable during any five working days out of seven from 0700 to 2300, as directed by the rota, including BYM event/weekend. Work may involve working evenings and weekends when necessary. Due to the nature of the hospitality operation the role sometimes requires lone working and without supervision.

The building has multiple uses in order to meet the needs of BYM, tenants, and building users for all facilities - conference rooms, Quaker centre, Café, public areas and library. When busy this can result in competing demands from different building users with short periods to respond. There can be times when you have to respond to incidents (eg first aid, stolen / lost items)

**OTHER RESPONSIBILITIES:**

* To undertake duties and responsibilities commensurate with the post
* Responsible for ensuring that BYM’s Safeguarding Policy is adhered to in all aspects of the role
* Responsible for ensuring that BYM’s Equal Opportunities Policy is adhered to in all aspects of the role
* Responsible for ensuring that BYM’s Health & Safety Policy is adhered to at all times
* Responsible for ensuring  that BYM’s commitment to sustainability is adhered to in all aspects of the role
* Responsible for ensuring that Britain Yearly Meeting’s Staff handbook is adhered to at all times.

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**PERSON SPECIFICATION**

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| **Job Title: Head Receptionist**  **Department** Service Delivery  **Date:**  July 2022 |

**ESSENTIAL KNOWLEDGE**

* Knowledge of and sympathy with Quaker values
* Knowledge of Microsoft Office
* Knowledge of portable management systems
* Knowledge of event booking/property management systems

**ESSENTIAL QUALIFICATIONS**

* 6+GCSE

**ESSENTIAL EXPERIENCE**

* Supervising a reception/FoH team in a hotel, conference centre, meetings venue of comparable business size and standard
* Experience of working with events booking systems
* Communicating with people face to face, by telephone and by written communication in a customer service environment

**ESSENTIAL SKILLS**

* Excellent team leadership skills
* Excellent written and spoken communications skills with people from a variety of different backgrounds.
* Able to adapt to an ever-changing environment
* Attention to detail in delivering service standards.
* Good organisational skills, with an ability to take the initiative
* Previous experience working as a head receptionist
* Immaculate personal presentation
* Ability to work as a team
* Exceptional interpersonal skills, with the ability to build a rapport with people on all levels
* Professional and polished personal presentation
* Motivated, enthusiastic and proactive approach to your work
* Able to use own initiative and demonstrate a commitment to continuous improvement
* Reliability and efficiency
* Handle a variety of tasks at one time
* An absolute commitment to delivering the highest standards of customer care
* Ability to induct, train and direct staff to be effective within their roles

**DESIRABLES**

* Formal customer service training Level 3 including dealing with complaints and difficult customers
* Recognised Hospitality qualification e.g. BTec, NVQ Level 3, or OND in Hotel & catering Operations or equivalent
* Supervisory (Leadership) Skills Level 3

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| Job Description Agreement  Post holder:  Manager: Date: |