

<b>Job title</b>	Front of House Supervisor	<b>Date</b> April 2024
<b>Reports to (title)</b>		
<b>Contract/Department</b>		<b>Revision</b>
<b>Location</b>		

## Job purpose

Describe the overall purpose of the job in two or three sentences.

To supervise a professional and dedicated Front of House service, which is representing the customer as the first point of contact for all users of the building.

## Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

- Supervise a team servicing Front of House (Reception, Porters, Meeting Rooms)
- Work as part of a team which meet & greet all building users and visitors in a warm, prompt and professional manner.
- To always project a professional and positive image to both internal and external customers.
- Develop and maintain excellent relationships with all clients and end users.
- Understand client core business offering.
- Be responsible for general tidiness and housekeeping within the Front of House area, ensure the area and its amenities are well presented, clean and well stocked at all times.
- Maintain records to ensure accurate management information is available on request,
- Ensure all visitors to the building are made aware of the security and evacuation procedures.

## Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

Receptionist, porter, meeting room operatives.

## Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

- Experience of supervising a team essential.
- Previous experience in a customer service environment is essential.
- Articulate and possess good communication skills. They will be able to display an ability to communicate with staff, colleagues, and customers at all levels in both verbal and written form.
- Experience of visitor management, telephone, and helpdesk systems is essential.
- Experience working with meeting room service would be beneficial.
- Able to work independently and part of a team.
- Able to organise and prioritise own and team workload.
- Computer literate.
- Excellent people skills, including good listening skills and behavioral awareness enabling ability to building effective working relationships.

## Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

<b>Line Manager Signature</b>	
<b>Print Name</b>	
<b>Date</b>	

<b>Job Holder Signature</b>	
<b>Print Name</b>	
<b>Date</b>	

# Job Description

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<i>FOR HR USE ONLY:</i>					
<i>Job Grade</i>		<i>EMCOR Competency Level</i>		<i>Training Profile UTC</i>	