



## JOB DESCRIPTION

<b>Job Title:</b>	<b>Front of House Assistant</b>
<b>Reports to:</b>	Office Manager
<b>Working Hours:</b>	37.5 hours per week – 9.00am to 5.30pm (Mon to Thu) / 8.00am to 4.30pm (Fri)
<b>Salary:</b>	£17,000 per annum
<b>Main function:</b>	Working as part of a team to provide a front of house service which promotes and enhances Tughans' professional image and delivers the highest standard of client service. The postholder will be required to be an ambassador for Tughans, presenting a friendly, polite, courteous, and professional image to clients, visitors and staff at all times.

### **Main duties and responsibilities:**

#### **Client and Visitor Interaction**

1. Greet clients and visitors promptly and deal with their requests as required.
2. Manage conference and meeting room bookings and maintain an up-to-date on-line diary which is accessible to all staff.
3. Co-ordinate hospitality requirements to include organising and collecting supplies, ordering sandwiches, room set ups/clearance.
4. Service meetings, both internal and external, as required ensuring appropriate refreshments are available.
5. Liaise with external suppliers, including caterers and cleaners, to ensure that highest standards of service are maintained.
6. Ensure that the client facilities are clean and tidy at all times.

#### **Reception**

1. Provide cover for the switchboard, operating the Shoretel telephone system.
2. Ensure all in-coming telephone calls are redirected/transferred to the correct extension number or employee's voicemail in a timely manner.
3. Take concise and accurate details of any messages and ensuring these are passed to the appropriate employee(s) as soon as possible, preferably by e-mail or otherwise in person.
4. Open, stamp, sort and distribute all incoming mail and hand deliveries.
5. Train staff on reception/switchboard procedures as required.

#### **Administrative duties**

1. Assist the Office Manager with Facilities and H&S issues
2. Support the Management team with various administrative tasks and monitoring processes
3. General office duties as required to include; filing, photocopying, faxing, scanning, shredding and archiving.
4. Work as part of a team that ensures urgent matters, court work and bar library materials are delivered in a timely manner.
5. Demonstrate the highest level of confidentiality at all times both internally and externally
6. Compliance and operation of the relevant requirements of externally recognized Quality standards including ISO14001, ISO9001, ISO27001 and Lexcel V5 which ensure consistent service levels across the firm.
7. Strict adherence to all company policies and procedures to include:
  - o Health and Safety
  - o Generation of bills and aged debt
  - o Procedures in relation to Money Laundering Regulations 2017

Note:

This is not intended to be a full or exhaustive list of duties & responsibilities and should be regarded as providing guidelines within which the individual works. The job description will be subject to review in light of changing requirements and may include other duties and responsibilities as may be determined in consultation with the job holder.

## **PERSON SPECIFICATION**

### **Essential**

- Experience of a working in a client / customer facing hospitality role
- Excellent verbal and written communication skills
- Ability to work well independently and as part of a team
- Strong organizational skills
- Sound working knowledge of Microsoft Office Packages including Outlook

### **Desirable**

- Experience of working in a professional services environment
- Proven ability to manage a busy switchboard and reception area

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