Job Specification

JOB TITLE:	**Front of House**
DIVISION:	**Facilities, Business Services**
LOCATION:	**Edinburgh**
HOURS:	**Monday-Friday 12pm – 6pm**
RESPONSIBLE TO:	**Facilities Manager**
PURPOSE:	**Ensure the provision of a 5* professional and efficient front of house function.**

1. Main duties and responsibilities:

- Meet and greet clients in a friendly and attentive manner and notify Burness Paull contact promptly of their arrival.
- Answer incoming calls promptly.
- Co-ordinate the meeting room diary ensuring that all requirements for meetings/seminars/lunches/functions are noted and communicated to the relevant departments. In addition, liaise with Facilities/IT to ensure that all required technical support is provided.
- Carry out regular checks of meeting rooms to ensure they are clean, tidy and report any maintenance required.
- Coordinate and assist in arranging events/seminars to include any equipment hire, ordering of supplies, assist with meet & greet for larger scale events and ensure set up and refreshes done in keeping with event timing schedule.
- Manage and co-ordinate the allocation of the firm's parking spaces.
- Organise taxis as requested. Follow up each individual order to ensure that receipts are produced and collate all receipts on a weekly/monthly basis.
- Issue and manage stock of train tickets for travel between Glasgow and Edinburgh offices.

- Arrange travel and accommodation requirements as and when requested in compliance with the travel and expenses policies.
- Collate reception credit card receipts and reconcile on monthly basis for finance.
- Organise and maintain the provision of refreshments and catering to all the meeting rooms. Ensuring that service is friendly, efficient and on time. In addition, meeting rooms should be cleared and set up to in accordance with the daily meetings schedule.
- Assist with the ordering and coordinating of food for both internal and external events ensuring high levels of food hygiene and presentation at all times.
- Provision of food and drink to Company Corporate events on an ad-hoc basis.
- Awareness of standard stock levels, enabling shortages to be addressed. In addition, an awareness of purchase order, stock ordering and invoice handling is required.
- Maintain basic hygiene and cleanliness levels within the kitchen/servery areas including fridges, shelves, cupboards and cookers. Ensuring the right cleaning products are used.
- Comply with the firm's health & safety policy at all times, taking on board as an employee your duty of care in the work place.

2. Person Specification:

- Must work as part of a team.
- Experience on a busy reception.
- Flexibility to cover holidays and busy periods.
- Excellent communication skills to deal effectively with personnel at all levels and build good working relationships.
- High level attention to detail.
- Excellent organisation skills.
- Flexibility to work out with job profile to provide additional support as required.
- Present a professional image and demonstrates excellent customer service skills.
- Knowledge and understanding of the firm's processes.
- Comply with all in-house policies and procedures.

This job specification is written as an indication of the nature and scope of duties and responsibilities. It is not intended as a fully descriptive or definitive list and job holders will be expected to carry out other duties assigned which are appropriate to the position. The duties as described may be altered as necessary by the firm.