

JOB DESCRIPTION

Job title	Front of House Operations Manager	Department	Human Resources and Office Services
Job holder	vacant	Reports to	Director, HR and Office Services
Job type	Permanent, full time. Due to nature of role, this position is office based. Flexible and varying working hours will be required on occasion to support events.	Date created	January 2024
Job aim	To provide efficient, professional hands-on Front of House and reception management, including all operational aspects of Events, Meetings and Facilities management for the Nuffield Foundation and its associated centres.		

Responsibilities, including but not limited to:

1. Meetings and Events planning and management

- Responsible for all practical and logistical aspects of events and meetings management, working collaboratively with colleagues and other stakeholders to deliver successful outcomes.
- Manage the room booking system, the calendar of events sequencing and planning
- Work with communications colleagues to support event promotion and circulate invitations.
- Support the Hospitality Manager with the physical set up of meeting rooms.
- Oversee in-person meetings and events on a day-to-day basis, co-ordinating services and operational aspects, greeting attendees and working closely with the Communications, catering and AV support teams.
- Handle occasional requests for use of our event space from third parties.
- Research and source options for external venues for meeting and events, when required, supporting the host to oversee arrangements.
- Regularly review operation of meetings and events (acting upon feedback) and provide reports attendance statistics as required.

2. Facilities and Office Management support

- Deputise for the Office Services Manager when required and take responsibility for ensuring that the office environment is well maintained at all times and that the safety and security of staff and visitors is prioritised. Specific responsibilities include:
- Liaise regularly with the building security team and managing agents, and attend Tenants meetings.
 - Report faults, leaks, damages to the relevant contractor, and monitor progress.
 - Notify the cleaning teams of any issues, late meetings, or contractor works.
 - Log visits from all contractors on the Intranet and keep staff appraised of any planned maintenance visits, housekeeping or facilities issues, or outages, and arrange for any Out of Hours access, etc.
 - Stock kitchens and bathrooms with necessary supplies in the absence of Hospitality Manager.

	<ul style="list-style-type: none"> ▪ Check the office regularly for any hazards and ensure health and safety signage is kept up to date ▪ Maintain Fire safety information and support bi-annual fire evacuation drills. ▪ Keep the Welfare room maintained, including all First Aid kits. Monitor the accident reporting book. ▪ Ensure Display Screen Equipment compliance is maintained throughout the office, supporting the Office Services Manager with desk assessments (including any working from home needs). ▪ Ensure Personal Emergency Evacuation Plan forms are completed and acted upon, for both internal and external stakeholders, and guests at events.
3. Office Services administration	
	<p>Provide general operational and administrative support including:</p> <ul style="list-style-type: none"> ▪ Check any requirements for both new staff members and leavers (to include security passes, lockers, stationery), and provide office services and Health and Safety induction for new staff as required ▪ Order and monitor levels of stationery for all departments and liaise/negotiate terms with suppliers as necessary. Recycle office supplies where possible. ▪ Process incoming office services invoices, checking and coding before sending for approval. ▪ Ensure the office services intranet pages are maintained with up to date information and guidance and maintain internal telephone lists and other general information ▪ Co-ordinate our archive management including managing requests to retrieve / store data, and destruction.
4. Front of house management	
	<ul style="list-style-type: none"> ▪ Ensure that the reception area is professionally manned and coordinated with the main security system/desk ▪ Manage the third floor open spaces, ensuring spaces are well presented and free of hazards. Work with the Hospitality Manager to check meeting rooms between meetings. ▪ Assist with accessibility queries and organising taxis where required (keeping a record for monthly invoice checks). ▪ Monitor the general enquiries in box, handling calls and messages effectively and answering or redirecting online general enquiries, recording on Salesforce as required. ▪ Receive and distribute any incoming mail, recording any incoming cheques. ▪ Manage all incoming or outgoing couriers and deliveries
5. Other	
	<ul style="list-style-type: none"> ▪ The above list of key responsibilities (and associated activities) is not exhaustive. It may be necessary to carry out other work within the scope of the role, as reasonably requested.

Person specification	Essential (E) or Desirable (D)
Experience	
Experience of providing front of house, events and/or office services support.	E
Proven operations experience ideally in general office management (planning and delivery)	E
Experience of managing an office facility, fabric and services	D
Knowledge and Skills	
Good IT skills (including intermediate Microsoft Office skills)	E
Ability to get up to speed with and troubleshoot AV and conferencing equipment	E
Excellent communication skills – both verbal and written	E
Excellent customer skills	E
Ability to prioritise workload, works well under pressure and to deadlines	E
Budget management	D
Current knowledge of Health and Safety legislation (and ability to put this into practice)	D
Project management skills	HD
Personal Qualities	
Strong interpersonal skills to deal effectively and inclusively with a wide range of stakeholders (including the ability to influence and negotiate when required)	E
An approachable and supportive colleague	E
Responsive, willing to take a hands-on approach, and delivery/solutions focused	E
Uses initiative and looks for ways to improve systems/processes	E
An eye for detail and high standards in office management and presentation	E
Punctual and reliable	E
Special Job Requirements	
<p>A flexible approach to working is essential. Start and/or finish times may vary on a day to day or weekly basis in order to attend specific events. There will be some early evening working requirements – but this will be infrequent and limited (estimated at c6 per year).</p> <p>The postholder will require a sufficient level of physical fitness to assist with movement of office furniture and supplies when required.</p>	