

Job Description

Job Title: Front of House Assistant

Reporting To: Front of House Supervisor

Location: London, W1

Position Type: Full-Time, Permanent

Remuneration: Competitive with generous benefits package

Background:

Team GB is one of the nation's most successful teams and one of its favourite brands.

The British Olympic Association's (BOA) vision is to '**unite and inspire the nation through the power of Olympic sport**', and its mission is to ensure Team GB is '**the best supported team in Olympic competition**'.

The BOA's primary purpose is to:

- Select, lead and manage Team GB at Olympic and Olympic Winter Games and all International Olympic Committee (IOC) and European Olympic Committee (EOC) accredited events such as Youth Olympic Games, European Youth Olympic Festivals and the European Games, and;
- Develop the Olympic Movement and promote the principles and values of Olympism in our territory of responsibility.

The BOA is independent and privately funded. The success of our mission is entirely dependent upon the income we receive from our commercial programmes, including but not limited to sponsorship, fundraising, licensing and events. The BOA is the United Kingdom's National Olympic Committee and the strong, independent voice for British Olympic sport responsible for promoting the Olympic movement throughout the UK.

Overview of Role:

The British Olympic Association HQ offers athletes, the sports' national governing bodies, and partner organisations access to a modern working and networking facility in the heart of central London. The configuration of the front of house area and meeting room space allows for the hosting of formal/informal meetings and events.

The Front of House team are the first point of contact for all visitors, and creating that vital initial impression is just one critical element of this role. Providing robust and comprehensive support across all areas of the business is also fundamental to the relationship that front of house has with the wider BOA team.

On occasion the BOA offices are used by external organisations who are seeking to add a unique element to their events or meetings by being inspired by the Olympic environment and values. These could be breakfast events, evening receptions, or weekend gatherings; therefore, a flexible approach to the hours of this role will be required.

Key Responsibilities:

Front of House

- Greet all visitors and staff, ensuring that everyone receives 5-star treatment; recognise that you are an ambassador for the organisation, creating the critical first and last impressions for all visitors
- Receive and direct incoming calls and enquiries in a professional, polite and confident manner
- Respond to general enquiries from the public, media etc. answering straight forward questions while referring any sensitive issues to the appropriate persons
- Oversee the BOA general email Inbox, forwarding them to the appropriate persons in a timely manner
- Take receipt of post daily and be responsible for distributing to the relevant individuals recognising that some correspondence may be more urgent than others
- Take receipt of deliveries and distribute to appropriate persons safely and efficiently
- Arrange franking of all out-going mail for the daily afternoon post collection
- Be responsible for keeping the daily visitor/guest list up to date, liaising with staff to capture accurate information
- Oversee the process of car park booking ensuring accurate details are retained for all vehicles
- Pro-actively ensure that the front of house area is always tidy to the highest standard
- Support the FOH Supervisor in all H&S Workplace Inspections accurately recording all findings and reporting as required

Admin

- Liaise with service providers and other external agencies as required, building strong working relationships
- Arrange bookings for cars and couriers and provide follow up support if required to those that requested the booking
- Provide an admin support service, as required, to functional areas throughout the organisation (e.g. covering temporary absences; producing name badges for large meetings, assist with PowerPoint presentations, letter writing and other ad-hoc admin tasks)
- Provide admin support cover for the Athlete Medical Scheme as required
- Accurately and promptly raise purchase orders as required and follow up with the Finance Team to ensure timely processing of invoices
- Allocate, record and update the issuing of temporary access passes, ensuring those that are issued are returned
- Manage the stationery provision/requirements including ordering, stock taking and storing of items ensuring the storage area is organised and well maintained

Events and Facilities

- Manage the online meeting room booking system (for both internal and external events)
- Assist staff in locating meeting space on occasions where they are unable to source rooms
- Liaise with meeting organisers (internal and external) regarding hospitality requirements, and place appropriate orders, where necessary, with suppliers
- Where necessary, assist with the configuration of meeting room space e.g. rearranging the wall system if required
- Assist meeting organisers with the use of AV systems if IT support unavailable
- Be proactive in the organisation, preparation and clearing of the front of house and meeting rooms space both before and after functions and events held both during and outside the working day
- Oversee the daily use of coffee machines in both the staff and preparation kitchens, ensuring that they are fully operative, and that appropriate hygiene standards are maintained
- Ensure that meeting rooms, kitchens and common areas are kept clean and tidy
- Ensure that both kitchens are well stocked with the appropriate consumables
- Undertake the daily setting-up and closing-down of both kitchens

Key relationships and interfaces:

As first point of contact for the BOA this role will interface at all levels across staff, senior management, Board and NOC members, commercial partners and stakeholders, athletes, representatives of the sporting NGB's and the public.

Candidate specification:**Skills:**

- Exceptional organisation skills
- Excellent communication skills
- Excellent customer service skills
- Strong IT skills – Word, Excel and PowerPoint
- Excellent written and spoken English
- Proven ability to multi-task
- Able to prioritise the high volume of requests from various parties to tight deadlines.

Experience:

- Previous experience of operating a front desk/front of house in a busy commercial organisation.
- Understanding of budget management
- Experience of operating in an events environment

Personal Attributes:

- Flexible, reliable team player, willing to contribute outside of their own specific role when necessary;
- Fully committed to the role, approaching all tasks in an energetic, enthusiastic, hands-on manner;
- Able and confident to use own initiative, to work unsupervised and to complete tasks.
- Willingness broaden skills and experience.
- Pro-active, can-do attitude;
- Exceptional attention to detail;
- Calm under pressure;
- Professional and approachable, on the phone and in person;
- Welcoming, cheerful disposition;
- Ability to be flexible around working hours – including possible evenings and weekends.
- Passion for the Olympic movement

Application Process:

- Please submit your CV accompanied with a cover letter to Recruitment@TeamGB.com highlighting the specific and relevant skills and experience you feel you can bring to this role.
- Please include the reference FOH2019 in the subject line of your email.
- Closing date for applications is 5pm on 14th April 2019.