

Job Specification

JOB TITLE:	Front of House
DIVISION:	Facilities, Business Services
LOCATION:	Edinburgh
HOURS:	Monday – Thursday 12pm – 6pm and Friday 12pm – 5.30pm
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 organised 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.
- Arrange travel and accommodation requirements including delay and repay refunds 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.
- Ensure staff tea prep and lunch areas stocked and checked regularly, arranging the ordering of any additional supplies or items, as and when needed.
- 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.
- Always comply with the firm's health & safety policy, taking on board as an employee your duty of care in the workplace.

2. Person Specification:

- Proven experience in a busy reception or customer-facing role, with a proactive, can-do approach.
- Ability to work effectively as part of a team and build strong working relationships with colleagues at all levels.
- Excellent communication, organisational, and time-management skills, with a high level of attention to detail.
- Flexible approach to work, including covering holidays and busy periods and supporting the wider team and provide additional support as required.
- Professional presentation and a strong commitment to delivering excellent customer service.
- Knowledge and understanding of the firm's processes, with full compliance with all internal 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.