

Job Title:	Front of House and Building Coordinator October 2024
Accountable to:	Senior Property and Facilities Manager (SPFM)
Accountable for:	2x Front of House Assistants
Location:	Albemarle St, London
Contract type:	Permanent, 35 hours per week, Monday to Friday (8am-4pm with flexibility to cover FOH shifts)
Salary:	c.£35,000 per annum

Context

The Royal Institution's large Grade I listed premises on Albemarle Street is a multi-purpose public building with a high footfall. A busy events venue, we are also a museum, have a café on site, as well as office space for Ri staff (approx. 60 staff with a mixture of on-site and hybrid working) and commercial tenants (approx. 50 staff).

Job Purpose

The Front of House (FoH) and Building Coordinator is central to ensuring the smooth running of the building and the consistent delivery of an excellent visitor experience. Responsible for managing the Front of House Assistants who deliver event logistics and an exceptional service for all who are welcomed into the building. The role is responsible for supervision of reactive and planned maintenance tasks and supporting the Senior Property and Facilities Manager (SPFM) in Health and Safety management

Main responsibilities of the role

- Manage and lead the Front of House team effectively, ensuring they receive regular supervision, appraisals and professional development so that they are motivated and engaged to act as Ri Ambassadors and deliver objectives.
- To oversee and ensure effective delivery of all Front of House responsibilities including:
 - visitor welcome, parcel management, access passes, switchboard, payments, supplies, promotion of membership, events, patronage, and venue hire (VH) space, oversight of cloakroom, guest welcome/departure for small venue hire events where required
 - Porterage and Event set up: weekly and daily admin to organise event set up, porters' schedules and ensuring set ups are organised correctly and on time.
- Maintain high level of building presentation for all our visitors
- In collaboration with colleagues, ensure the building is ready to open for the public each morning, with H&S safety checks complete and the building properly presented
- To cover Front of House where necessary; this may include shifts from 8am or to 7pm and occasional weekends
- To work with the SPFM and other departments to deliver event logistics. managing porters and working with other teams to complete set up for events, overseeing delivery of facilities functions during events
- Supervision of external contractors and ensure regular reporting on the delivery of cleaning and other contractual services

- Organise the multi skilled technician’s schedule and work with them to deliver maintenance and compliance tasks where required
- Support the Property and Facilities Team with ongoing general and planned maintenance of the Ri
- Respond to facilities issues raised by tenants and staff in a timely manner, logging works and escalating to SPFM where necessary
- To build and maintain positive relationships with tenants by regular collaboration and monthly meetings
- Use Salesforce (CRM / calendar system) for room bookings and to review event bookings and requirements and provide reports

To support the SPFM on Health and Safety and Security responsibilities to include:

- Acting as a Fire Warden
- Providing new starters with Health and Safety inductions and building tours
- Supporting SPFM with Health and Safety admin and tasks, such as working with the Planned Preventative Maintenance (PPM) contractor to book in compliance tasks.
- Daily H&S walk checks, - throughout the day and during events, fire extinguisher checks, clear access to fire doors, up to date H&S signage, maintaining fire warden and first aid logs
- Managing staff training for onsite procedures and through iHasco (online training provider) and booking training courses
- Ensuring all H&S documents for staff and public are up to date
- Managing the access passes and security process

General responsibilities applicable to all staff

- Understand and support the Ri strategy including the Ri vision, mission and aims
- Promote the Ri values and encourage team working and effective communication with colleagues
- Help achieve EDIA goals across the organisation and promote diversity and inclusion at the Ri
- Act as a representative of the Ri and deal with Ri customers, stakeholders and the public in a professional manner
- Maintain awareness of your own and others’ Health and Safety, and comply with the Ri’s Health and Safety policy;
- Comply with and champion the Ri financial and other policies and practices including Health & Safety, Safeguarding and GDPR
- Undertake other responsibilities as may be reasonably requested of your post.

Person Specification

Skills, experience and knowledge

Essential (E) Desirable (D)

• Experience managing a public facing team	E
• Experience managing the day-to-day operations of a public building	E
• Experience organising and supervising maintenance tasks, PPM activity and external contractors	E
• Customer services experience	E

• Good working knowledge of Microsoft Office, particularly Teams, Word, Excel and Outlook	E
• Experience of using office equipment e.g. copier and franking machine	D
• Experience using switchboards and access control software	D
• Knowledge of Salesforce (CRM) and Eventbrite systems or similar packages	D
• Experience in working for a charity or heritage organisation	D
Qualifications	
Educated to GCSE standard in Maths and English	E
Personal Attributes	
• Self-starter with the ability to demonstrate innovation and focus on continual improvement and excellent service delivery	E
• Excellent interpersonal skills with proven ability to work collaboratively.	E
• Confidence in decision making and ability to work autonomously and know when to seek further input from senior management	
• Ability to find pragmatic solutions, seek improvements, and adapt to changing situations.	E
• Ability to present information, verbally and in writing, in a clear and concise manner, with excellent attention to detail.	E
• Positive "can do" attitude and willingness to support others where needed.	E
• Ability to multi-task and work in a fast-paced environment demonstrating excellent organisational and time management skills	E
• Willingness to work occasional evenings and weekends if necessary	E
• Committed to the principles of equal opportunities and diversity	E
• An understanding of the Ri's mission and activities	D

Notes:

This job description will be subject to review in the light of changing circumstances and is not intended to be rigid or inflexible but should be regarded as providing guidelines and accountabilities within which the individual works.