

## JOB PROFILE: FRONT OF HOUSE OFFICER

Role:	Front of House Officer	Date profile last reviewed:	February 2025
Name:		Reports to:	Facilities Manager

### MAIN SUMMARY OF ROLE:

Responsible for providing a warm welcoming reception to in person visitors to the Fund or callers, as the first point of contact. Representing the Fund's culture and values while managing the front of house and carrying out administrative tasks to support the smooth running of day-to-day activities. Working with Resources, Welfare and Fundraising teams to embed a good impression of the Fund and ensure day to day activities run smoothly. This is a critical role that requires a positive attitude and the right skills.

### KEY ACCOUNTABILITIES/RESPONSIBILITIES:

- Be the first point of call for a range of individuals and organisations who visit the office including visitors, beneficiaries, ambassadors, trustees and supporters.
- Work in collaboration with Resources, Welfare and Fundraising teams to ensure that current and potential beneficiaries and Fund supporters are served well.
- Answer incoming calls and record data in relation to the calls for service monitoring purposes, by recording information.
- Direct incoming calls to the appropriate department or individual or, where appropriate, provide accurate information about the Fund's services where required.
- Ensure that set security processes that apply to visitors and staff attending the office are complied with.
- Have a good knowledge of the activities and processes of other teams so that enquiries can be prioritised and directed effectively.
- Behave in a manner which is welcoming to and of the individual, non-judgemental and respecting their circumstances, privacy, dignity, needs and beliefs.
- Understand as appropriate, the Fund's safeguarding policy and the Front of House role in complying with it.
- Know when to escalate issues and have the confidence to do so appropriately.
- Understand the procedure for recording and managing complaints.
- Establish good professional relationships with different external individuals and organisations who engage with the Fund particularly on a regular basis.
- Support administrative tasks including but not limited to, meeting room bookings, fire alarm testing, managing the door entry system, stationery orders, stock management, receiving deliveries and providing refreshments for meetings.
- Be trained in first aid and fire marshal responsibilities (training can be provided). Maintain FA/FM records and arrange training as necessary.
- Be aware of and be able to activate all relevant emergency and evacuation procedures.
- Ensuring Front of House cover is arranged during periods of absence.
- Sort and distribute incoming post and manage outgoing post using the mail franking machine. Assist colleagues by arranging couriers for larger or urgent deliveries.
- Provide admin support as may be reasonably required.

COMPETENCIES REQUIRED FOR THE ROLE	
<u>Essential</u>	<u>Desirable</u>
<ul style="list-style-type: none"> <li>Delivering results and meeting customer expectations</li> <li>Planning and organising</li> <li>Following instructions and procedures</li> <li>Relating and networking</li> <li>Working with people</li> <li>Applying expertise and technology</li> </ul>	<ul style="list-style-type: none"> <li>Writing and reporting</li> <li>Adhering to principles and values</li> <li>Deciding and initiating action</li> <li>Learning and researching</li> </ul>
QUALIFICATION(S), KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED FOR THE ROLE	
<b>Academic or Professional Qualifications (or equivalent):</b>	
<u>Essential</u>	<u>Desirable</u>
<ul style="list-style-type: none"> <li>Minimum GCSE English and Mathematics (Grade A-C)</li> </ul>	<ul style="list-style-type: none"> <li>Higher or further education qualifications</li> </ul>
<b>Knowledge/ Experience:</b>	
<u>Essential</u>	<u>Desirable</u>
<ul style="list-style-type: none"> <li>Proficiency in the use of IT and interactive technology</li> <li>Ability to multi-task and to work under pressure</li> <li>Liaising with a range of people</li> <li>Various administrative tasks</li> <li>Minimum 2 years' experience working in a similar environment</li> </ul>	<ul style="list-style-type: none"> <li>Previous Front of House experience</li> </ul>
<b>Skills/Abilities:</b>	
<u>Essential</u>	<u>Desirable</u>
<ul style="list-style-type: none"> <li>IT literate: be able to use a system</li> <li>Proactive and able to implement innovative solutions</li> <li>Excellent organisational skills</li> <li>Team player, flexible and adaptable to change initiatives</li> <li>Confident communicator (verbal, listening, writing)</li> <li>Enthusiasm</li> </ul>	
<b>Other Requirements:</b>	
<ul style="list-style-type: none"> <li>Travel to other Fund and UK locations (as appropriate).</li> <li>To carry out any other duties that is within the scope of the job as requested by Facilities manager.</li> <li>4 days a week with flexibility due to operational needs</li> </ul>	

### Signature

I confirm this job profile has been drawn up with my full involvement and accurately reflects the responsibilities of the role.

Postholder's Signature:

NAME:

Line Manager's Signature:

NAME:

Date: