

# Job Description: Front of House Host



Function:	Operations
Position:	<b>Front of House Host</b>
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Head of Operations
Additional reporting line to:	CSD
Position location:	Hampden Park, Glasgow

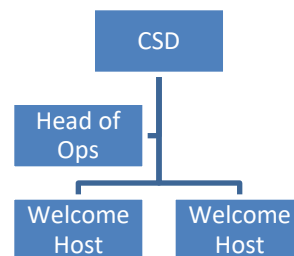
## 1. Purpose of the Job – State concisely the aim of the job.

- To welcome stadium visitors to Barclays Hampden
- To proficiently handle administration duties
- To assist with all guest requests, demonstrating local knowledge and use of own initiative
- To build working relationships with internal stakeholders & external clients
- To manage the stadium's main call handling switchboard in a professional, friendly and polite manner

## 2. Dimensions – Point out the main figures / indicators to give some insight on the "volumes" managed by the position and/or the activity of the Department.

- Welcome and assist guests of the Scottish FA, SodexoLive, Hampden Sports Clinic, Scottish Football Museum and all affiliated associations
- Assist as part of the team to meet and greet up to 1500 Hospitality guests on major event days

## 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



**4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- To welcome and assist guests - will include occasional weekends
- To deliver outstanding customer service to all visitors to the stadium
- To carry out all administration tasks
- To work with other members in the team to develop successful customer partnerships.

**5. Main assignments** – Indicate the main activities / duties to be conducted in the job.

This position will be predominantly based at the stadium's main reception with the successful candidate covering the below responsibilities

**Guest welcome**

**Visitor check-in / check-out**

**Guest services**

**Reception area maintenance**

**Switchboard management**

**Deliveries / Mail management**

**Internal communications**

**Administration duties**

**6. Accountabilities** – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

**7. Person Specification** – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Previous experience in an admin or receptionist role
- Professional telephone manner
- Excellent understanding of both the written & spoken word
- Good listening skills
- Ability to problem solve and use initiative
- Customer focused
- Experience in complaint handling
- Takes pride in appearance
- Ability to multi-task and prioritise workload
- Outlook and Microsoft experience is essential

**8. Competencies** – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

- Growth, Client & Customer Satisfaction / Quality of Services provided
- Rigorous management of results

- Brand Notoriety
- Commercial Awareness
- Employee Engagement
- Learning & Development
- Innovation and Change

**9. Management Approval** – To be completed by document owner

<b>Version:</b>	V1	<b>Date:</b>	
Document Owner:		Approved by:	

**10. Employee Approval** – To be completed by employee

Employee Name		Date	
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