**EXPERTISE**

LOBBY HOST & building ambassador

support

JOB DESCRIPTION

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| Function: | Corporate Services: Strategic Accounts  |
| Position:  | Front of house and admin officer |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Soft Services Manager |
| Additional reporting line to: | Account Manager |
| Position location: | Central Bank of Ireland DUBLIN, Ireland |

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| 1. Purpose of the Job |
| The Front of House and Admin Officer is an ambassador for Central Bank of Ireland (CBOI) creating and excellent first impression for all guests and great experiences for CBOI Employees. The FOH and Admin Officer is responsible for creating experiences that make CBOI Guests/Employees feel important, and through this interaction they receive an enhanced experience.The Front of House and Admin Officer is responsible for the guest experience, and other touchpoint services provided by Front of House and Administration which may include: switchboard, Front of House, Raising POs, Concierge, Teller, Movers/Leavers/New Hire arrangements, Orders, Parking requests and tours.  |

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| 2. Organisation Chart |
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| **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. |
| * This role requires the ability to stay customer focused and alert for a full shift, sustaining exemplary service standards are achieved at all times, is paramount
* Senior leadership give personal attention to the standards of the service delivery
* Central Bank of Ireland is a new account, as the business defines its service requirements there is a need to be open, flexible and swiftly change and adapt.
* The Front of House and Administration teams work at times and under specific instruction requires discretion and confident complaint management.
* The Front of House and Administration team are fire marshals in the event of an evacuation and support other facility incident control management and first aid.
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| 3. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| As part of a highly dynamic proactive, multi-disciplined and professional facility management team, the Lobby Host will be responsible for the highest level of front of house, Guest and Employee experience:* Demonstrate ‘best in class Customer Service and Satisfaction
* Ensure all CBOI visitors feel important through positive interaction
* Use the Reception systems and tools, to schedule all visitors, tailoring essential orientation information to enhance their customer journey, acting as an ambassador
* Conduct audits and checks, collaborating with the local service teams to ensure the space offers a 5 star experience
* Foster great relationships with colleagues and key stakeholders, where all interactions and communications consummate professionalism
* Maintain a sound knowledge of the facility orientation, service outlines and benefits of the services, be on hand to share this knowledge to enhance the service journey and experience
* Proactively recommend service enrichments and efficiencies that enhance the Front of House Service
* Raise POs for the SAP/Admin team
* Support Car Parking requests
* Consierge Services
* Cover Teller desk when scheduled
* Assist Movers, Leavers and New Hires.
* Provide accurate and timely reports to the Soft Services Manager
* Actively reports and resolve service improvements
* Look for time efficient ways of completing any activity, which is customer focused
* Escalate potential and actual service issues, appropriate and timely manner
* Be punctual
* Be prepared to assist your colleagues in a willing and positive manner and move from one activity to another, as needed
* Be friendly, pleasant acting with a one team approach across all Facilities services
* Attend briefings and training sessions, following instruction and conveying knowledge
* Be the go-to for administrative support, ensuring efficient office operations
* Support with Sodexo finance systems and ensure full compliance in all areas
* Have an eye for detail in organising documentation, files and records
* Assist in preparing reports, presentations and correspondence for clients
* Handle incoming calls and emails, providing professional communication
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| 4. 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. |
| * Offering ‘best in class’ Front of House experience which results in positive satisfaction surveys.
* Visitors receive a warm welcome when they approach the desk,

 Accurate use of the Visitor Check in technology, ensuring ways of working and instructions are followed at all times. * Administration tasks are completed quickly and on time in a professional manner, all complaints are managed timely and professionally
* Performance to be monitored as part of performance review and appraisal process.
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| 5. Person Specification  |
| * A great host
* Passion for technology
* Communicative, good prioritisation and organisational skills in a professional manner.
* A thirst for knowledge of our client, Central Bank of Ireland and Sodexo
* Capable of absorbing, retaining and translating information to enhance the service experience
* Confidential, ability to manage sensitive situations and data, professionally and fluently
* Professional, friendly, caring and above all articulate with a positive can do attitude
* Exemplary service excellence experience, understanding how to deliver outstanding customer journeys, experience within a similar environment is essential
* A natural ability and experience in conversing confidently with a range of people, international visitors, senior leaders to front line service team
* Adaptability, capable of adjusting work schemes and schedules to work within a dynamic environment
* A talent to apply logical and creative thinking situations creating the best outcome for the customer
* A positive outlook creating solutions not issues
* A prerequisite of this position is immaculate personal appearance
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Brand Notoriety
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| * Rigorous management of results
 | * Innovation and Change
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| 9. Management Approval – To be completed by document owner |
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| Document Owner | Leanne Campbell, Account Lead |

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