

Job Description:   
Sodexo Front of House/Facilities Assistant

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| Position Title | Front of House/Facilities Assistant | Department | Sodexo |
| Generic Job Title | Front of House/Admin Assistant | Segment | Corporate services |
| Team Band |  | Location | Watford & London |
| Reports to | Site Operations Manager | Office / Unit name | Smith & Nephew, Croxley & GHO |

**ORGANISATION StRUCTURE**

Job Purpose

* To be responsible for supporting the delivery of the site reception services and all additional facilities administrative tasks associated with the Watford and London offices as required.
* To provide a professional service to the client at all times.
* To adhere to Sodexo policies and procedures and to promote the company image at all times.
* To complete all administrative tasks relevant to the efficient running of the Front of House Reception operation across both sites.
* To provide a Front of House and admin support function with active participation in providing added value to the Sodexo management team.

Accountabilities:

* To complete/Support administration duties ( details outlined below but not restricted to)
  + E profit (site accounts administration tool)
  + Payroll input and reporting
  + Oversee, Administer and update Sodexo Training files
  + Support Client (Facilities only) administration if required
* When covering Reception at Watford and London, to act as a first point of contact for all queries in a professional, efficient and concise manner.
* To administer a Signing in/out register for all client site staff and Visitors entering the Office areas.
* Oversee the standard of meet and greet to all visitors and ensure that hosts are informed of visitors’ arrival.
* To manage all internal/external telephone calls and queries whilst managing Reception areas and the switch board.
* To manage the visitor security badge process.
* To maintain a professional relationship with both internal and external contacts.
* To be able to cover Absence/Holidays of the departmental Reception teams at Watford and London.
* Stationery Management – ordering stationery for the office and ensure dedicated areas are fully stocked.
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* Ensure that Office kitchenettes and meeting rooms are kept tidy at all times.
* Mail management - Receive and process all office mail and courier requests.  
  Outgoing mail – organisation of recorded, secure deliveries, Royal Mail requirements.
* Booking meeting rooms; ensuring all rooms are arranged as requested by the client; ensure all catering requests are processed accurately.
* Ensure that any Sodexo contractors are managed whilst on site undertaking duties/Services (Example, Internal Planting/Shred It contractors).
* Assisting with the management of the Goods In area and deliveries.
* To support the FM team with ad hoc admin duties i.e. updating contractor files; audit preparation; any other admin tasks as requested by the management team.

**Key Performance Indicators (KPIs)** **or “What it will look like when you are doing the job well”**

* All visitors to the Watford and GHO London sites will receive a swift and efficient reception experience with minimal queuing and access to welfare areas and refreshments whilst waiting for their host to collect.
* The Sodexo Site Operations Manager at Watford (Croxley Park) will be responsible for ensuring the GHO site has suitably trained employees on reception, Holiday and Sickness cover will be supported by the Watford reception team and priority (back fill of Watford is preferred)
* A minimum of 2 receptionists to be rostered to cover peak periods; this should include one early starter at 7.30am.
* All relevant checklists and reports will be submitted to the Client on a monthly basis.
* The reception team will be fully recruited and inducted and standards of appearance and personal grooming will be immaculate.
* All reception staff will be supplied with a dedicated Uniform, you must ensure your uniform is presentable and well-groomed whilst on duty.
* All reception staff will be multi skilled and trained in the use of the Client Access control system and switchboard, Meeting room booking system etc.
* The GHO Reception teams will support the venue events business, providing professional meet and greet, cloakroom and reception services for high profile events.
* All reception staff will undergo an annual performance review and complete all modules of the “Front Office” customer care training manual.
* Training matrix showing what has been completed and what is outstanding and what is planned
* When required to support, Accounts completed and inputted accurately

**Skills, Knowledge and Experience**

Essential

* Good working knowledge of computer skills – Microsoft Outlook; Word; Excel; Powerpoint.
* Excellent communication skills, both verbal and written.
* Professional and courteous telephone manner.
* Experience of delivering excellent customer service both face to face and over the telephone.
* Right to work in the UK without restriction.
* Ability to liaise with people at all levels – a very Senior Level; middle management; the cleaning operative team; building Reception; contractors etc.
* Trained and Competent at completing Sodexo e profit accounting and also Payroll returns

Person Specification

* Reception and customer service experience in a comparable corporate venue, hotel, conference centre, facilities.
* High level of personal presentation and polish.
* A self-managing starter, and able to complete tasks to the set deadlines.
* Excellent communicator both internal and external.
* Ability to work in a team and deliver a consistently high performance.
* Scheduled flexibility – ability to work additional hours when required.

Characteristics

* Outgoing personality
* Team Player
* Works well under pressure
* Self-starter
* Multi tasker and well organised
* Eye for detail
* Helpful and courteous at all times, with clients and colleagues
* Calm, even tempered
* Well-groomed in appearance
* Friendly, warm and positive attitude
* Natural positive energy
* Mobility: able to move quickly around the entire building when required.
* Adaptable and keen to learn

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| **Contextual or other information**    This position will be a key part of a one team approach to providing a quality customer experience for the users. The job description is designed to identify the specifics of the role it does not however limit the post holder to the specific tasks and responsibilities listed. The post holder is equally responsible for the satisfaction of the users and must therefore ensure that the standards are delivered. This will mean that you undertake activities outside of the job description to ensure that the overall service is maintained.    This job description is intended to give the post holder an appreciation of the role and the range of duties to be undertaken, It does not attempt to detail every activity and it may be changed from time to time to incorporate changing circumstances.  Specific tasks and objectives will be agreed with the post holder at regular intervals. |