

Front of House Supervisor

Job Purpose

We are looking for a dynamic Front of House Supervisor who has management experience, an interest in technology and holds a 5-star level of customer service etiquette to oversee one of our trophy buildings in Fitzrovia.

The successful candidate will be responsible for supervising and empowering the whole team. You will be self-motivated, a strong leader and confident in your communications.

You will also be the direct contact for any security matters, ensuring a prompt response to all incidents whilst maintaining a high standard of service delivery.

This amazing opportunity operates on a full-time contract working 7am – 3pm Monday to Friday.

We offer a competitive salary for the right candidate with a holiday entitlement of 28 days per annum including bank holidays.

Croma PROception prides itself in offering an exemplary welcome to our clients, combining the three key disciplines of reception, concierge and security.

Key Responsibilities of Role

- Liaise on a daily basis with the guest ambassador employees to ensure effective communication of all matters pertaining to the delivery of a 5-star guest experience at all times.
- Responsible for the professional conduct, development and presentation of all guest ambassador team members.
- Must have a clear understanding of all roles carried out by the other guest ambassadors, electronic solutions such as CCTV & access control, key holding, post logistics and general business support.
- Ensure compliance with SLA requirements, minimizing associated risks to all associates in the client's business, which includes visitors, occupiers and internal associates.
- Must take ownership of incidents, direct the guest ambassador employees to ensure a swift response and management is in line with policy and procedures.
- Work in partnership with service partners and client's representatives, ensuring all aspects of site security and fire prevention requirements are effectively managed.
- Ensure staffing is at all times at required levels, with regular shift patterns worked by trained and qualified ambassadors.
- You must ensure that all guest ambassador employees are working in appropriate and safe conditions. Any accidents or faults that occur are being reported in accordance with procedures and policies.
- Manage on a day-to-day basis the CCTV, fire and security systems installed, ensuring that all staff are fully trained and competent in their roles and carrying out their required duties.
- Ensure all fire exits are kept clear and any Health & Safety issues are reported
- Ensure all landlord contractor access is pre-authorized and in accordance with risk assessment/permit to work conditions

- Ensure all site procedures are kept updated on a regular basis.
- Ensure that all equipment is managed, used, monitored and any defects are reported in accordance with policies and procedures.
- Ensure that all incidents are managed and responded to in accordance with policies and procedures.
- Respond to medical emergencies, bomb threats, fire alarms, or intrusion alarms, following emergency response procedures.
- Scheduled mobile and/or on-site patrols are carried out correctly and all required reports are completed.
- Oversight of the Loading Bay & team supervision

Staff Management

- Supervise a smart guest ambassador team, motivate, keep them well informed, focused and clear about their roles and objectives.
- Take responsibility for the effective & meaningful assessments in respect of guest ambassador team members.
- Ensure that all employee grievances are dealt with according to company procedures.

Administration

- Provide accurate and timely information for the preparation of reports and planning.
Ensure all reporting standards are maintained to the highest level.
- Ensure all extra cover is accurately monitored and recorded.
- Ensure provision of adequate information for proper personnel administration of employees.
- Ensure compliance with legal, company and contractual obligations.

Other duties/responsibilities include:

- Displaying your SIA license at all times whilst on duty.
- Make enquiries and submit reports on incidents as instructed by the site management.
- Be aware of policy and procedures owned and changed from time to time by Croma PROception.
- Be aware of policy and procedures owned and changed from time to time by the client.
- Carry out any other reasonable request as and when required by the client/Croma PROception management.

Essential Candidate Specification

- Professional, highly driven, flexible, enthusiastic, proactive, excellent motivational skills.
Holds excellent customer service experience.
- Good at relationship building.
- A keen interest and high level of IT/computer skills would be an advantage.
Previous experience in people management.
- Must have a clear understanding and be able to demonstrate outstanding customer service skills whilst maintaining a high degree of confidentiality at all times.
- Clear, concise and confident communication skills which are customer service orientated with an excellent eye for detail.
- Excellent written communication and interpersonal skills.
- Must be able to demonstrate the ability to think and act quickly in emergencies or under pressure and must be physically able to carry out all duties.
- Must have a good knowledge of using email, Microsoft packages and experience working with electronic Apps.
- Ability to work independently with confidence, using own initiative as required.
- Team player with strong leadership skills and being a role model for your fellow colleagues.
- Must be patient, tolerant, reliable and trustworthy whilst being persuasive and assertive.
- Confidence and common sense to access and utilize expert resources when making decisions.
- Banksman trained (not essential as training can be provided).
- SIA (required but training can also be provided) and general security knowledge.
- IOSH certificate would be an advantage, however training can be provided for the right candidate.