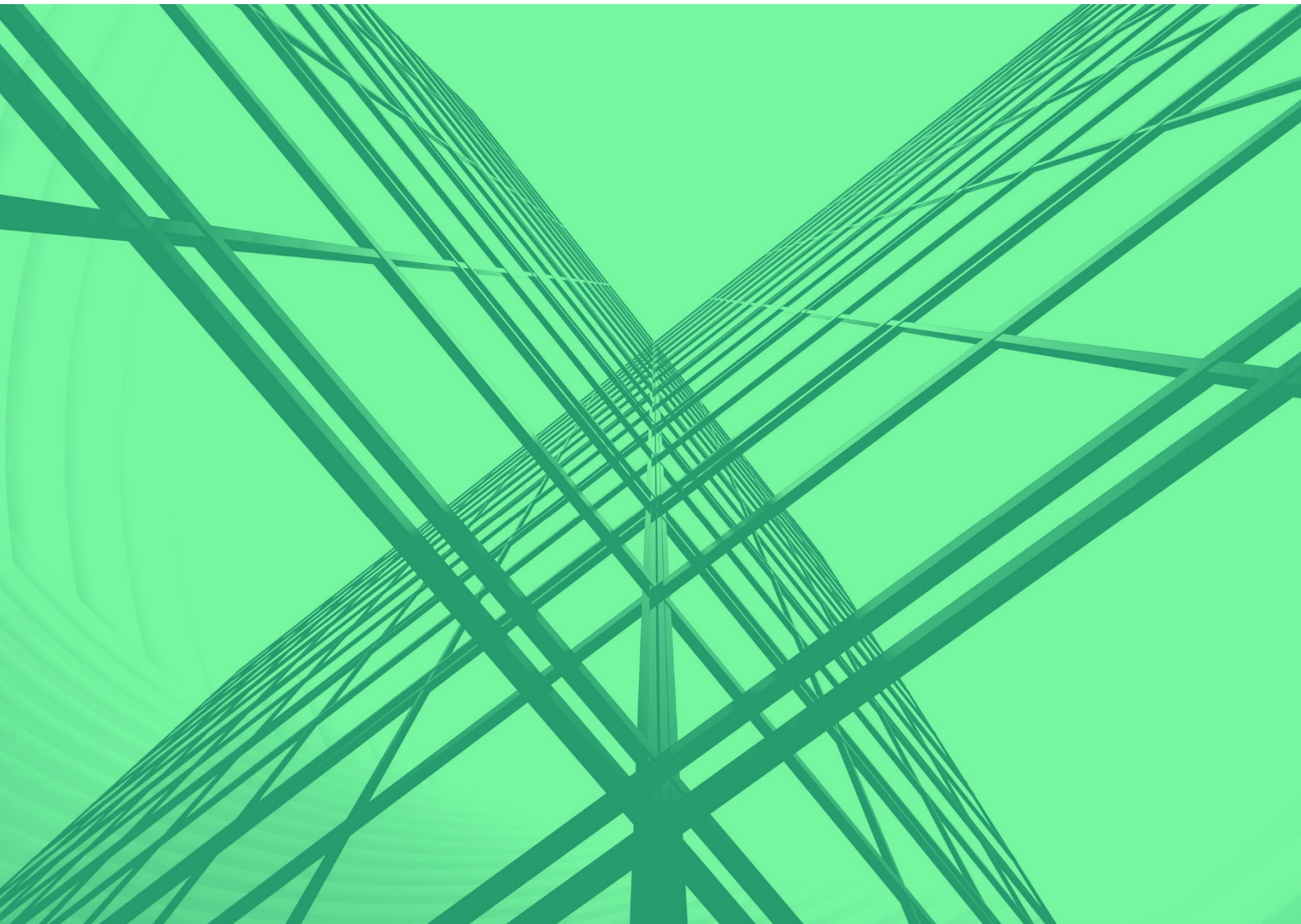


Front of House and Venue Supervisor

CANDIDATE PACK

Full time – 35 hours per week

worked on a rota system of 8am – 4pm or 10am – 6pm

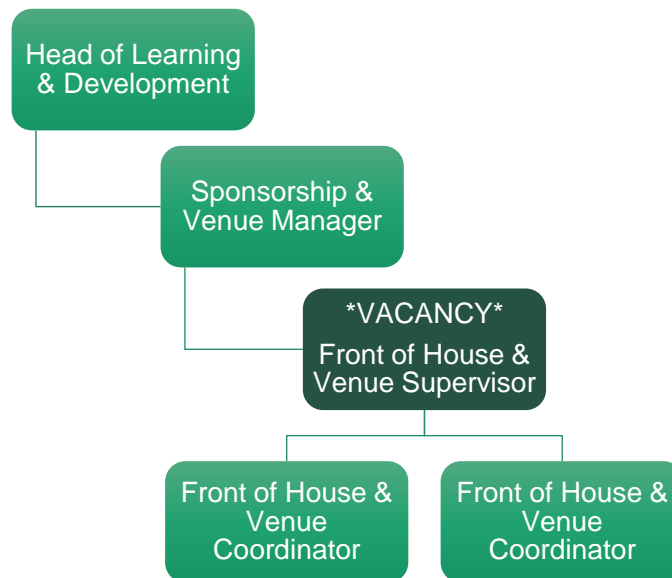


Please Note:

► Advertised as 'Front of House Supervisor'

The Front of House team

In order to ensure that we are a top-class venue and provide the best service possible, we have introduced a new post to the Institution; Front of House and Venue Supervisor.



The Supervisor will play an important part in delivering front of house and venue activities as well as overseeing these services so that they are proactively and fairly managed. You should have demonstrable knowledge of both corporate reception and venue sales in order to succeed in this role.

The introduction of a Supervisor post will provide more immediate support and guidance to the Coordinators, providing feedback and encouragement where needed to maintain an expected high standard of service to our members and visitors to the building.

The post will also enable the Institution to develop new and existing commercial opportunities by supporting the Sponsorship and Venue Manager with product development and sponsorship across the Institution.

You will be the first point of contact for external enquiries and for the coordinators to resolve minor problems or complaints, therefore a diplomatic and pragmatic approach is required. As an effective member of the front of house team, you will support the delivery of meetings, conferences and events held at the Institution including providing full hospitality services and clear down. A knowledge of basic food hygiene and health and safety in an office environment would be ideal. A part of this role will also be to undertake the duties of fire warden and first aider, it would be advantageous if you have done this in the past.

This full-time role is for 35 hours a week worked on a rota system of either 8am - 4pm or 10am – 6pm with out of hours work required to cover evening events. The supervisor, in conjunction with the rest of the team, will manage the rota ensuring fair coverage across the working week and out of hours.

This presents an exciting opportunity for the successful individual to expand their career.

Why work for the Institution?

Working for the Institution of Structural Engineers is an opportunity to learn, develop and make a difference.

Join our team of approximately 65 employees and help support our vision to lead, support and nurture the development of structural engineering worldwide.

Our head office is only a short walk from Barbican, Old Street and Farringdon. It's bright, modern and open-plan, supporting a collaborative environment.

We pride ourselves on the flexibility we can provide to our staff and offer a wide variety of benefits to enhance your work life balance and wellbeing as detailed later in this pack.

To thrive with us, bring:

- An open-minded and flexible approach. Enhance our diverse and inclusive team.
- A creative attitude to work. Help us strengthen and improve in a workplace where you are encouraged to innovate and share new ideas.
- Enthusiasm and commitment. Provide our members with the best service possible to maintain our worldwide respected status.
- A friendly and communicative approach. Fit in to our small organisation where staff know each other well and strive to work collaboratively.
- The ambition to take on new challenges. We always look to the future to embrace change, so we continue to evolve.

For more information, please read on :

Full job description and person specification pages 4 - 8

Salary and package details page 9

How to apply page 10

More about us :

Our organisation, governance and values page 11

Organisational Structure page 12

Job description and person specification

1. Job details

Job title:	Front of House and Venue Supervisor
Reports to:	Sponsorship and Venue Manager
Responsible for:	Front of House Coordinators x2
Date:	March 2019
Location:	The Institution's HQ, London or elsewhere as reasonably required.

2. Job purpose

To supervise the daily running of the corporate reception, exhibition areas and venue booking.

To be a proactive member of the front of house team; carrying out and supervising the work of the team; ensuring that FOH service standards are observed and maintained, and providing feedback, encouragement and guidance where needed.

To oversee and be the first point of contact for all Institution enquiries and visitors, ensuring that a consistent, customer focused, and professional front of house service is provided by all.

To manage and ensure all bookings made by the team are completed appropriately (internal Institution, staff and external enquirers) at 47 Bastwick Street, from initial contact to the first-class delivery of the meeting; including all associated hospitality requirements.

To be flexible and collaborative with team members and clients to deliver a holistic service to all our customers.

3. Role and responsibilities

Front of House/Reception

1. Supervise the front of house team and support the Sponsorship and Venue Manager to ensure that the work and responsibilities of the team are completed in line with our service standards and customer needs; both in general terms and in specific relation to 47 Bastwick Street as a venue. Act as a point of escalation for Front of House Coordinators to resolve minor problems/complaints.
2. Answer all inbound enquiries including emails and the main switchboard in a professional, friendly manner, providing first line assistance as appropriate. Where necessary, direct enquiries to the relevant Institution staff member, providing caller details and the nature of the

enquiry. If the recipient is unavailable, offer voicemail or take and email/instant message comprehensive message details.

3. Ensure knowledge of the daily building activity (what meetings/conferences are taking place) and staff whereabouts (access to calendars/sickness etc.) to ensure customer experience is not impacted.
4. Meet and greet all visitors, ensure signing in procedures are adhered to and convey a welcoming, professional first impression. Take receipt of all parcels etc. and ensure prompt distribution.
5. Ensure the Main Reception, Exhibition, Kitchen and Member areas are kept clean, tidy safe and hygienic. Report issues to Facilities as necessary.
6. Support meet and greet registration services at Institution Events held at Head Office, as required, which may involve some 'out of hours' working.

47 Bastwick Street

7. Provide the Sponsorship and Venue Manager with weekly updates on the use of the venue, including feedback on team and venue performance and any customer comments. Provide ideas on how to maximise venue hire revenue and improve service.
8. Respond to venue sales queries and identify opportunities for upselling and negotiating booking rates. Oversee bookings taken by the Front of House team and deal with complex enquiries, working with Sponsorship and Venue Manager to resolve.
9. Input all Institution, staff and third-party bookings into Condeco (booking management system) following protocols and procedures. Ensure Condeco and internal administrative data are always kept up to date enabling any team member to pick up and follow up on bookings.
10. Support the Sponsorship and Venue Manager with third party bookings following the appropriate procedures. Following up on bookings and providing details to the Sponsorship and Venue Manager to ensure accurate forecasting and budget reporting.
11. Brief the client on the day, providing Health & Safety information, demonstrating Audio Visual equipment, and be on hand to answer any queries or complaints that come up throughout the day.
12. Liaise and work with the Facilities Team to prepare meeting rooms in advance of bookings: ensure all equipment is in good working order, check meeting room facilities are fully stocked, take delivery of all catering, arrange refrigeration storage as necessary and prepare and distribute catering/beverages as required. Clear meeting room of papers/catering etc. following each meeting.
13. Ensure all catering and refrigeration storage and equipment is in good working order, proactively dealing with any issues and escalating complex matters to the Sponsorship and Venue Manager.

14. Ensure the effective use of resources:

- Manage the stock by taking regular stock counts and informing the Sponsorship and Venue Manager in good time where items need to be re-ordered.
- Ensure that catering orders are placed accurately and in a timely manner to best meet client's requests. Raise and reconcile the necessary purchase orders and invoices.
- Manage and participate in the team rota, including out of hours and lunch breaks to ensure these operate in a fair and appropriate manner to best meet business activities.

15. Provide ad hoc administrative support to the wider organisation to support Institution activities.

4. General responsibilities

1. Provide day to day supervision for reportees, proactively resolving any issues and conducting their performance management and appraisals in consultation with the Sponsorship and Venue Manager.
2. Attend and proactively input into team meetings.
3. Develop and grow personal knowledge and expertise whilst developing, assisting and supporting the provision of the Learning and Development department.
4. Make suggestions for improving processes, systems etc. which support the efficiency and stability of the Institution.
5. Comply with all health and safety aspects associated with the role paying particular attention to food hygiene standards, allergens, fire warden procedure and first aid protocol.
6. Comply with all Institution Policy and Procedures.
7. Any other reasonable ad hoc duties as requested.

5. Communications and working relationships

1. All members of the Institution.
2. All employees of the Institution.
3. External parties - Members of the public, 47 Bastwick Street clients, visitors, corporate caterers etc.

6. Knowledge, skills and experience required

Criteria	Essential/Desirable
<u>Qualifications and Knowledge</u>	
Good secondary school education including Maths and English.	E
A general further education/vocational business administration qualification or equivalent.	D
Demonstrable knowledge and understanding of corporate reception.	E
Demonstrable knowledge and understanding of venue sales, third party paid room hire and contracts.	E
Knowledge of Basic Food Hygiene.	E
Knowledge of health and safety in a low risk office environment.	E
Knowledge of the role of a Fire Warden in a corporate/office environment.	E
A valid First Aid Certification (or a willingness to be trained).	D
<u>Skills</u>	
Excellent interpersonal skills with the ability to understand the needs of the client and provide superior customer service in a professional and corporate setting.	E
Excellent written and oral communication skills with an excellent telephone manner and the ability to present and explain information clearly and succinctly.	E
Excellent organisational skills, able to work independently with minimal supervision and with a systemised/methodical approach to managing multi-event workload, with the ability to work calmly under pressure to meet deadlines.	E
Attention to detail, accuracy and ability to check detailed information.	E
Numerate, able to process basic financial information.	E
Able to manage and work in a small team and collaboratively with colleagues and other departments.	E
Flexible/adaptable and resourceful.	E
Appetite to learn, deliver and build on knowledge and current experience.	E
IT Skills:	
Outlook/Word/Excel to Intermediate/Advanced standard. Basic PowerPoint.	E
Administration of a Room booking system (ideally Condeco).	E
Use of Video conferencing and AV systems.	E

Criteria	Essential/Desirable
Experience	
Promoting and selling venue hire space ensuring client satisfaction which supports repeat business	E
Supervising and/or managing a small team and venue, ideally front of house or reception, within a corporate and professional setting inclusive of conducting performance appraisals.	E
Acting as point of escalation to resolve minor problems/complaints.	E
Working in line with service standards to ensure an efficient and professional service is provided.	E
Gaining and reviewing feedback and reporting outcomes to suggest improvements.	E
Basic financial processes including raising purchase orders, checking invoices, simple budget reporting etc.	E
Acting as the first point of contact, use of a switchboard to redirect calls, taking messages and giving out basic advice/handling first line enquiries, ideally gained in a corporate environment. Meeting and greeting on a front of house corporate reception.	E
Taking and handling meeting room bookings including organising equipment, catering and hospitality etc.	E
Briefing and supporting client contacts on the use of AV, conference calling equipment etc.	E
Supporting the delivery of conference/meeting room services including providing full hospitality services, meeting room set up, clear down etc.	E
General office administration experience.	D
Other	
The job holder will need to be flexible – working outside the normal office hours based on a rota system to ensure fair coverage across the team to support evening events. (Flexi-time is given)	E

This job description does not form part of the contract of employment and may be subject to change.

Salary and package details

Salary: circa £30,000 gross per annum subject to experience

Contract: 35 hours a week worked on a rota system of 8am – 4pm or 10am – 6pm, and within a flexi-time system. Out of hours work required on a rota basis to cover evening events.

Benefits: The Institution offers a range of non-contractual discretionary benefits including:

From the join date:

- 23 days annual leave per annum plus bank holidays, rising with service
- Life Insurance – death benefit subject to scheme eligibility rules

From the successful completion of the probation period, whilst provided at the Institution's discretion, may be subject to scheme eligibility rules:

- Participate in the Institution's pension plan arrangements
- Private Medical Insurance
- Health Cash Plan
- Permanent Health Insurance
- Season Ticket Loan
- Reimbursement of one membership subscription to an agreed appropriate professional association, including this Institution.

The Institution reserves the right to exercise its discretion to amend or withdraw any or all of the above benefits.

How to apply; the recruitment process

To formally apply, please submit an up to date CV demonstrating how you meet the knowledge, skills and experience required for the role as depicted in the job description.

All applications should be sent to: hr@istructe.org

On receipt, your application will be sifted by the recruitment panel and assessed against the criteria for the role. All successfully shortlisted candidates will be contacted by telephone and invited for an interview. We reserve the right to close or extend this position depending on application numbers. Therefore, we would urge candidates to apply as soon as possible.

If you have not heard from the Institution within two weeks of making your application, it is with regret that you have been unsuccessful on this occasion. Due to volume of applications we receive we are unable to write to all applicants.

Applicants must possess current right to work in the UK.

The selection process will consist of a job-related assessment followed by a face to face interview with the Sponsorship and Venue Manager and a member of the Human Resources team. The interview will comprise of competency questions designed to test your skills and experience required for this role. It also gives you the opportunity to ask any questions you may have about the role, the team or the Institution.

The Institution of Structural Engineers

With over 32,000 members working in 105 countries, we are the world's largest membership organisation dedicated to the art and science of structural engineering.

The Institution is an internationally recognised source of expertise and information concerning all issues that involve structural engineering and public safety within the built environment.

The core work of the Institution is to support and protect the profession by upholding professional standards and acting as an international voice on behalf of structural engineers.

Governance

The Institution of Structural Engineers is governed under its Royal Charter, bye-laws and the applicable regulations.

The Institution Council consists of the President, Vice-Presidents, past Presidents, representatives of regional groups and members who are elected for a period of three years. The Institution is supported by an executive of 65 staff. The Board is the governing body of the Institution. Its members are the Institution's Trustees.

Our values

The Institution of Structural Engineers has three core values in which our work is focused. These areas aim to support the role of the structural engineer around the world and help to ensure that the environment we build will inspire future generations.

Professional standards

We endeavour to ensure that our members are highly skilled and work to the highest level by maintaining a commitment to professional standards within structural engineering.

We strive for continued technical excellence; advancing safety and innovation across the built environment.

Celebrating excellence

It is our goal to celebrate and reward the most talented structural designers in the field.

We promote greater understanding of the structural engineering profession by sharing the achievements and milestones of the industry with the public, creating an immediate and lasting impression of how structural engineers shape the environment.

Sustainability

The Institution leads best practice on the key issues facing the structural engineering industry.

We aspire to create and promote sustainable solutions that can be used in practice in the built environment.

For more detailed information about the Institution please visit our [website](https://www.istructe.org).

Organisational Structure

Effective from 01/08/2019

