

Job Title:	Front of House
Reporting To:	Operations Manager / Café Manager
Staff Responsibilities:	None
Job Purpose:	Being the front face for Oxford House including providing the first welcome, overseeing bookings, supporting members and visitors and delivering excellent customer service. To be an ambassador for Oxford House, displaying our values and communicating our vision.

JOB DESCRIPTION

1. Customer Care and Communications

- Being the front face of Oxford House including sharing the values of the charity
- Welcome and assist visitors, directing them to spaces as appropriate
- Tell the 'story' of Oxford House, including ensuring up-to-date knowledge of resident companies, activities and services provided within the building
- Deal with and resolve complaints in a timely and professional manner
- Take responsibility for the appearance of the venue and maximising the potential of spaces
- Provide briefing to venue hire clients including fire evacuation, accessibility points and toilet facilities
- Ensure we are compliant with our events license (space numbers, fire safety and closing times) for all hires
- Be aware of visitors' individual needs and help to accommodate these
- Deal with requests for information on Oxford House (office rental, venue hire etc)
- Inform visitors about our programme of events, activities and exhibitions
- Maintain excellent communication with rest of team through attendance at meetings and reading all staff briefings
- Receiving deliveries from couriers for Oxford House and resident companies
- Opening, recording, and distributing external mail
- Be fully conversant with Oxford House's Complaints Policy and receive initial complaints

2. Café

- Directing early arrivals to the Cafe as they wait for members or events
- Encourage guests to their tables and provide menus including details of seasonal specials
- Taking orders using the electronic till system
- Mixing and pouring beverages, as needed
- Preparing and plating food, as needed
- Transporting food orders from the kitchen to each table
- Clearing glassware, silverware, and crockery as guests have completed their meals, or upon request and using the dishwasher
- Clearing tables and resetting in anticipation of new guest arrivals

3. Health and Safety

- Comply with all health and safety legislation including Oxford House policy
- Follow Oxford House safety procedures including risk assessments, fire safety, first aid, safeguarding and food hygiene
- Maintain the tidiness, cleanliness and presentation of Oxford House
- Ensuring all hire spaces are correctly set up/resourced (including AV and furniture)
- Setting up and take down of hire spaces, following Oxford House safe working practices
- Responsible for opening/closing the building as required by shifts, to include evenings and weekends by agreement
- Monitoring CCTV, building and other alarms including fire safety panel
- Ensuring fire regulations are observed by staff, tenants and visitors and ensuring aware of fire exits/alarms, location of firefighting equipment and supporting building evacuations
- Being part of the team that safely evacuates all building users in case of a fire emergency
- Overseeing general safety and behaviour of visitors to prevent injury, misuse, and damage
- Completing and recording all incidents/accidents using incident/accident book
- Reporting defective equipment/fittings to Operations Manager
- Carrying out reasonable minor cleaning as required to ensure safety of all visitors and liaising with cleaning team to remedy any serious cleaning problems
- Keyholder responsibility and ensuring the security of the building.
- Assist with minor site maintenance duties, as required
- Liaise with contractors ensuring they have signed in and job sheets are completed
- Assist with tenant issues upon the request of the Operations Manager
- Liaise with police, fire and environmental health organisations when they visit site.

4. Administration

- Taking enquiries, visits, and bookings for hire spaces; by phone, email and in person
- Ensuring all bookings are entered into Oxford House's electronic booking system
- Logging all enquiries by phone, mail or in person are entered into customer database
- Collating visitor data on visitor numbers, as required
- Collating community hirer and resident company information for insurance requirements

5. General

- On a planned basis, help cover other shifts due to staff holidays and illness
- Being able to safely lift and move objects, subject to our safe working practices
- Participate in personal development including staff training
- To meet regularly with the Operations Manager for supervision and appraisals
- To undertake any other reasonable duties under the direction of the Operations and Café Manager as may be required for the smooth running of Oxford House

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
EXPERIENCE	<ul style="list-style-type: none"> ▪ Experience working in a front of house environment in cultural, community or commercial venue including café /bar ▪ Experience working in a community or charity setting ▪ Experience working with varying IT system 	<ul style="list-style-type: none"> ▪ Experience lone working
PERSONAL QUALITIES	<ul style="list-style-type: none"> ▪ Friendly, warm and inviting manner ▪ Reliable, trustworthy and committed ▪ Excellent timekeeping ▪ Resilient ▪ Team player who can work collaboratively in a diverse team and share knowledge ▪ Able to work with people from a broad spectrum of backgrounds ▪ Able to safely lift and move objects around building 	
KNOWLEDGE, SKILLS AND ABILITIES	<ul style="list-style-type: none"> ▪ Excellent communication skills both verbal and written ▪ Able to handle money and keep record ▪ Able to demonstrate initiative and work unsupervised ▪ Good administrative and organisational skills ▪ Ability to work under pressure ▪ Knowledge of Health, Safety and Hygiene or qualification ▪ Current First Aid certificate 	<ul style="list-style-type: none"> ▪ Experience working with vulnerable people ▪ Good knowledge of IT and Microsoft Office