Job profile

Job title	Front of house manager
Reports to	Head of marketing and engagement
Responsible for	Student staff
Salary	£39,520

Job purpose

The postholder will provide operational and commercial management of our front-of-house services, reception areas, meeting and performance rooms, equipment stores and student-facing spaces. The postholder will ensure an inclusive, high-quality customer experience, lead on the optimisation of space-booking systems, and implement robust health, safety, and risk management practices across all facilities.

Duties

- Manage the front-of-house services including reception services (our first point of contact for student), performance spaces, meeting rooms, equipment stores and other facilities, and the interfaces between these services and users/clients
- Develop processes and implement working practices to improve front-of-house service delivery, including effective handling of administrative functions, e.g. room bookings requests, incoming calls and emails, equipment bookings
- Develop, implement, and review service standards and working practices to continually improve the on-campus and digital student-facing welcome experience
- Overhaul and optimise digital service delivery for facilities, managing the administration, policies and software systems behind room and equipment bookings for students, staff, and external clients
- Drive the commercial and community utilisation of Union spaces, proactively managing bookings, contracts and interfaces with external hires or University departments to maximise space usage
- Produce data-driven reports on service usage, footfall, space-booking trends and facilities issues to inform planning and resource allocation
- Implement robust procedures for front-of-house services, including financial record-keeping and equipment hire/use
- Manage, recruit and mentor teams of student staff
- Oversee compliance, risk management and health and safety requirements across relevant managed spaces, acting as the primary liaison for facilities maintenance, equipment safety checks and building security
- Manage inventory of IT, AV, student group and other equipment in the equipment stores
- Manage office and kitchen supplies and equipment
- Provide operational support for major Union-wide events and seasonal projects, e.g. welcome, elections and awards
- Act as a key escalation point for complex, sensitive or challenging visitor inquiries, resolving issues professionally

Additional responsibilities of all staff

- Be a team player by working with colleagues and students across a range of projects
- Maintain high standard of professionalism, confidentiality and respect for student, colleagues and visitors
- Adhere to and apply the Union's values, policies and procedures
- Be responsible for observing and implementing good health and safety practices
- Travel to/between and work at all three UEL sites when required

- Attend committees, meetings, training, conferences and other events
- Attend occasional weekend and evening events, according to organisational needs
- Participate in major Union events and activities as and when required
- Undertake any other duties as reasonably requested by line manager

Person specification

All criteria listed are essential for this role except where stated desirable.

Education/qualifications (application form)
- Educated to degree level (any) OR equivalent professional experience in hospitality, venue or operations management
- Relevant continuing professional development (desirable)

Professional experience (application form, interview)
- Managing or coordinating front-of-house operations, reception desks, hospitality venues or public-facing facilities with proven success
- Effective operational delivery, including taking ownership of venue workflows, space-booking policies and customer service frameworks from design to implementation
- Training, supervising and mentoring teams of staff (ideally casual/temporary staff) to deliver high customer service standards
- Developing and implementing operational procedures, including cash handling, point-of-sale reconciliations and inventory controls
- Developing and maintaining relationships with key stakeholders, contractors, maintenance teams or external facility clients
- Managing health and safety compliance, e risk assessments or building safety guidelines
- Working in a charity, membership, or student-led environment (desirable)
- Managing and working in a matrix management structure (desirable)

Knowledge, skills and abilities (interview)
- Excellent organizational and project management skills, including the ability to manage competing facility priorities and keep multiple physical spaces running smoothly
- Proactive and solution-focused, with the ability to anticipate operational issues, handle difficult customer interactions, and use initiative to resolve facility crises
- Strong financial acumen and attention to detail when managing budgets and tracking commercial income
- Strong verbal and written communication skills, including drafting clear service guides, internal facilities communications and usage reports for senior management
- Excellent digital and IT skills, including proficiency with Microsoft Office and a proven ability to quickly adopt, manage and train others on venue-booking or digital CRM platforms
- Strong interpersonal skills, with the ability to build rapport and work collaboratively with student leaders, maintenance teams, contractors, and visitors
- Innovative and creative approach to work

Personal attributes (interview)
- Understanding of the importance of confidentiality and working in a confidential manner
- Willing and able to work in a fast-paced, challenging environment
- Willing and able to work in a student-led, democratic organisation
- Willing and able to work flexibly including occasional evenings and weekends
- Understand and appreciate culture and climate of modern students' unions
- Sensitive to the needs of a diverse community and cultural differences