



Forward thinking
Straight talking

Front of House & Hospitality Supervisor (South)

JOB SPECIFICATION

Gateley /

POSITION:	Front of House & Hospitality Supervisor (South)
LOCATION:	London
CONTRACT TYPE:	Permanent

The *role*

As a Front of House Supervisor, you'll be at the heart of our client experience across our London, Reading and Guildford offices. This is a hands-on leadership role where you'll set the tone for service excellence, ensuring our reception and hospitality spaces reflect the professionalism and warmth of the Gateley brand.

You'll lead by example—covering shifts, managing day-to-day operations, and supporting your team to deliver consistently high standards. From coordinating meeting room bookings and catering to overseeing stock, rotas and training, you'll take ownership of everything that keeps our Front of House running smoothly.

You'll also play a key role in team development, conducting appraisals, managing leave and supporting recruitment activity. Flexibility is essential, with travel between offices based on business needs such as interviews, events or cover. While the role is London-based, your support will extend across the region.

This is a varied and visible role, ideal for someone who thrives on responsibility, takes pride in delivering a seamless client experience, and enjoys working collaboratively to raise standards and drive service forward.

The weekly hours will be 37.5 hours per week working a 7.5 hour shift on Mondays to Fridays between 08.00 - 18:00.

Key responsibilities

Responsible for the all the following across our South offices.

- Ensure reception and hospitality areas consistently deliver excellent service to internal and external clients.
- Maintain cleanliness and presentation of all client meeting rooms and client-facing areas.
- Manage client meeting room bookings via Outlook, including accepting and amending appointments.
- Monitor internal meeting rooms to a high standard and report maintenance issues promptly.
- Implement and uphold procedures outlined in the Front of House manual.
- Supervise and support the Front of House team across London, Reading and Guildford offices.
- Conduct annual appraisals, six-month follow-ups, and three- and six-month reviews for all team members.
- Monitor and approve annual leave and TOIL for the team. Ensure all team members are trained to the required standards, including food hygiene and health & safety.
- Provide flexible support across offices for interviews, events, meetings and cover, based on business needs.
- Actively participate in day-to-day operations, including shift cover and front-line service delivery.
- Plan resources and rotas to ensure adequate coverage and service levels.

- Manage administrative tasks including stock takes, menu planning, catering coordination and wine selections.
- Liaise with external caterers and suppliers to maintain quality standards and manage catering orders.
- Code and approve invoices, including signing off those processed by team members.
- Oversee use of the Front of House credit card for events and hospitality-related purchases.
- Ensure timely completion of Front of House administrative duties on Filesite.
- Liaise with Marketing for events involving Front of House, ensuring seamless coordination.
- Support the National Front of House Manager in reviewing departmental quality and standards.
- Conduct interviews and both formal and informal catch-ups with team members.
- Use internal systems such as iTrent for holiday management and GCI tracking.
- Comply with all company policies and procedures.

The *team*

With 70 people within our Marketing and Front of House teams, we support on all aspects of marketing and business development across Gateley including internal and external communications, bids and sales, client development, events, digital and marketing projects.

Winners of the 2020 Excellence in Sales and Marketing Award at the Greater Birmingham Chamber of Commerce Awards and shortlisted in the 2022 Best Marketing Campaign Award at the Managing Partners Forum Awards, the Marketing team at Gateley has more than doubled in size in seven years, reflecting the investment that the business has made in attracting and retaining exceptional talent.

We continue to develop and evolve our proposition and are looking for individuals with a 'can do' mentality to join the team.

The *person*

Candidates will be able to demonstrate the following attributes:

- Experienced in booking and managing meeting rooms, including using systems like Outlook.
- Brings hands-on operational experience – able to cover shifts and lead by example.
- Comfortable in a supervisory-level role, with experience overseeing teams and service delivery.
- Ideally has worked in either a hospitality or corporate environment
- Understands the full scope of hospitality responsibilities, including:
- Food presentation (e.g. plating sandwiches)
- Event pricing and costings
- Supplier liaison and quality control
- Approvals and charge codes
- Able to manage catering logistics, including menus, wine selections, and stock takes.
- Familiar with invoice coding and use of company credit cards for hospitality spend.

- Flexible and responsive to ad hoc travel across offices (London, Reading, Guildford) for interviews, events, meetings and cover.
- No home working – role is office-based with a London base.
- Understands the importance of brand-aligned service delivery and upholding Gateley's standards of professionalism and hospitality.
- Excellent communication skills (both written and verbal)
- Food hygiene qualification
- First aid qualification
- Sound understanding of IT including MS Office

The *benefits*

With support, coaching and feedback from some of the most engaging colleagues around our great development and progression opportunities will reward your commitment and loyalty. We offer a competitive remuneration package where you'll be rewarded for your individual performance with an opportunity to receive an annual bonus.

In addition, we have a wide range of learning and development opportunities via our Learn platform to develop new skills and progress your career. Our My Flex comprehensive rewards package includes options covering annual leave (and the benefit of purchasing extra days), cycle to work, critical illness benefit, employee assistance programme, group personal pension, health care, season ticket loan and many more benefits (grade dependent). Finally, with Perks At Work/Home you can select a host of retail benefits that suit your needs alongside a Community Online Academy, free courses for all from fitness to coding to languages to hip hop dance.

We are *Gateley*

We are forward thinking and straight talking, our approach is to find solutions to the problems that our clients face. Gateley is a legal and professional services group, we are a group of formidable experts in all areas of law and business. Passionate problem solvers, we get our kicks from finding the right answers and getting our legal and business clients where they need to be. We support more than 5,700 active clients, ranging from FTSE 100 companies to private individuals, in the UK and beyond. Being part of Gateley is not just about the expertise that you bring; it's about attitude too.

The 'Gateley Story' is the story of our people and our culture. It is what has got us to where we are today as a successful business and it's the driving force behind the Gateley Team Spirit and the values that have shaped it. We have a set of shared internal values that capture what the Gateley Team Spirit is and this includes five elements that bind us all together as one Gateley: Ambitious for Success, Forward Thinking, Room to Breathe, Trusted to Do and Working Together. Every year across the group, we recognise members of our team that have gone and above and beyond and have lived these shared values. They are recognised at our annual Gateley Team Spirit awards.

Diversity, inclusion and well being

Diversity, inclusion and well being is an important part of Gateley's culture and values. We recruit talented people from a diverse range of backgrounds and cultures, providing equal opportunities for all to join our team regardless of age, sex, race, sexual orientation, disability, or culture.

We create an exciting and rewarding place to work that aims to fulfil everyone's potential and together to achieve personal and business goals. We offer flexible working patterns to help our staff achieve a good work/life balance and we encourage candidates seeking flexibility in their next role to apply for any of our vacancies.

We are proud to have been recognised by The Law Society as gold standard for our Diversity and Inclusion Charter and to be Stonewall Diversity Champions.

Additional Information

If you are successful in receiving an offer of a role with our company a variety of pre-employment screening checks will be completed. Our screening checks can include but are not limited to your eligibility to work, professional and academic qualifications, any criminal records, your financial stability and references from previous employers. The screening that takes place will be relevant to your role and will vary from role to role.



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