



*Forward thinking*  
Straight talking

## ***Front of House Supervisor- North***

JOB SPECIFICATION

Gateley /

<b>POSITION:</b>	Front of House Supervisor- North
<b>LOCATION:</b>	Manchester
<b>CONTRACT TYPE:</b>	Permanent

## The *role*

An opportunity has arisen to join our National Client Services team. The purpose of this role is to deliver an excellent Reception & Hospitality service and to adhere to the business's needs. The FOH Supervisor will work to ensure an excellent level of Hospitality service is provided regionally. As well as ensuring standards are adhered to and the highest level of customer service is provided to both external and internal clients.

This role is primarily based in our North offices (Manchester and Leeds) but there may be occasions when you will be needed to attend our other UK based offices to provide cover for absence/assist with after work events.

### Key responsibilities

- Ensure that the reception and hospitality areas provide an excellent level of service to internal and external clients at all times.
- Ensuring that all client meeting rooms, and client areas are clean and tidy at all times
- Book/ accept/ amend appointments for client meeting rooms through an outlook appointment system.
- Monitor and maintain all internal meeting rooms to a high standard and to report any maintenance issues.
- To maintain and implement the procedures and processes within the FOH manual
- To take responsibility for the QCIs for the team members within your region.
- To work alongside other teams and provide support when needed at the respected office(s).
- Monitor all annual leave, TOIL & overtime
- To ensure all team members are trained to the correct standard
- To have a flexible approach and supervise the regional team providing support and development
- Conduct QCIs for all team members
- Ensure food hygiene and health and safety training is fully up to date
- To delegate, supervise and ensure all the department administrative duties on iManage are completed as required and in a timely manner
- To check and sign all invoices coded by team members
- Monitor all catering orders and quality standards and liaise with all external caterers and suppliers
- To report and monitor all monthly stocktakes

- To liaise with Marketing for all events where FOH is involved.
- To assist the Senior FOH Manager in reviewing quality and standards across the department
- To be aware of and comply with the company's policies and procedures

This job description is not an exhaustive list due to the requirements of the role. Therefore, the job holder may be required from time to time to carry out other ad hoc tasks as requested.

## 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*

- Previous experience within a Reception/Hospitality within a legal/professional services environment
- Previous experience of using a switchboard (Mitel would be desirable)
- Good communication skills and confidence in dealing with people at all levels
- A team player with exceptional customer service skills
- High standard of professional appearance
- Ability to utilise tact, discretion and diplomacy and maintain confidentiality at all times
- Flexibility with regard to shift patterns
- Ability to work under pressure and to tight deadlines
- Eagerness, efficiency and willingness to learn and go the extra mile when required
- Able to use own initiative
- Excellent time keeping.

The following experience would be desirable but is not essential:

- Previous administrative experience
- A food and hygiene or a reception and hospitality qualification.

## 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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