

SYBARITE

RECEPTIONIST/ FRONT OF HOUSE

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PURPOSE OF THE ROLE

To provide comprehensive front of house support to the office and restaurant, while having responsibility for the organisation of all office tasks. It requires a flexible approach, carrying out other ad hoc duties according to the office needs

KEY RELATIONSHIPS

Clients, Operations Team, Staff

LINE MANAGEMENT

COO & Studio Manager

PERSONAL SKILLS

- 3 years+ reception/FOH experience.
- Excellent phone manner is essential - you need to be professional, articulate, quick and accurate.
- Confident communication skills - you need to be warm, friendly and smiley.
- Organised and efficient - you need to take accurate messages, use your initiative, be on the ball and always aware of what is going on.
- Ability to maintain a positive attitude.
- Excellent verbal and written communication skills - excellent written and spoken English.
- Strong time management and organisation skills.
- Smart presentation - you need to take pride in your appearance and always look presentable as the face of the company.
- Personality - a flexible, can-do attitude is essential, always willing to go the extra mile.
- A calm approach to problem solving is essential.
- A strong work ethic.
- High level of proficiency with Microsoft Office as well as competency using Teams and Zoom.
- Someone who is highly proactive, you are able to come up with solutions to last minute changes.
- Eager to learn.

TECHNICAL SKILLS

- Previous experience working in a similar environment.
- Completed high school certificate or equivalent.
- Committed to delivering a high level of service.
- Ability to work on your own and as part of a team.
- Competent level of IT proficiency with good knowledge of the MS Office suite.
- Previous experience in cash handling.

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AREAS OF RESPONSIBILITY

- Meeting and greeting clients, visitors, contractors and couriers at main reception, offering a warm welcome and refreshments.
- Screening calls and taking detailed, accurate messages.
- Cleaning, organising and maintaining the reception area, meeting rooms and restaurant area.
- Ensuring visitor refreshments are adequately stocked and that all crockery is clean, serving trays are wiped, and glasses are polished.
- Processing queries and complaints effectively, seeking referral where appropriate and to always put the client first and foremost.
- Liaising with IT to ensure AV set up as required for meeting rooms.
- Maintaining the visitors log and ensuring contractors, visitors and guests are aware of office fire safety procedures.
- Ensuring clients receive VIP treatment.
- Demonstrate pride and professionalism in all aspects of customer service and provide flexible and responsive assistance to clients and colleagues alike.
- Manage the booking of meeting rooms on a computerised meeting room booking system.
- Booking couriers, taxis and local travel. Using the online booking of same day, overnight and international couriers.
- Ensuring that post is collected daily and distributed.
- Logging all incoming parcels and distributing as required.
- Managing the company info@ inbox. Sorting spam mail and forwarding emails of importance to the correct department or person.

FACILITIES

- Liaising with ground floor reception team.
- Having an eye for detail, doing floor walks - checking meeting rooms are perfect each time and the studio is presentable.
- Liaising with other teams, including the Kitchen and Cleaning teams.
- Weekly ordering of office food supplies.
- Checking and ordering of stationary supplies.
- Replenishment of all First Aid kits.
- Checking daily cleaning inventories to ensure all areas of the office are immaculate, reporting back to the relevant person when this is not happening.
- Setting up studio space for PT and Yoga.
- Setting up studio for life drawing and other staff wellbeing activities.
- Managing company parking spaces.
- Ensuring Tidy Thursdays take place.
- Managing First Mile Account, ensuring that all waste sacks are topped up, booking ad hoc waste clearances as required.
- Report any facilities issues if discovered to the Studio Manager.

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ADMINISTRATIVE DUTIES

- Liaising with the Founders and Senior Management Team.
- Supporting with catering for lunch/breakfast meetings.
- Administration ad hoc duties.
- Sorting and distributing daily post.
- Copying, scanning and printing when required.
- Photocopying, faxing, binding and filing company documents.
- Ensuring printers are replenished with paper.
- Updating contact lists on the company database.
- On a weekly basis, confirm team attendance with the studio. Relay numbers to Operations team And Kitchen.
- Take daily register to ensure accurate attendance is recorded for health and safety.
- Inform staff of weekly lunch menu and rota.
- Weekly communication to all staff in an End of Week document.
- Working with the Studio Manager to ensure IMS systems and procedures are maintained.

EVENTS

- Assisting with event planning and delivery whether this be VIP events or in-house events.
- Providing support to the Studio Manager during busy periods.
- Running errands for the directors and booking lunches/dinners etc.

This list is not exhaustive and is subject to change with the requirements of the practice.

Company landscapes are constantly evolving. As such, the job descriptions and role expectations for each position are not set in stone. They are reviewed and updated regularly to align with the changing requirements and strategic goals of the business. This flexibility allows us to adapt to new challenges and opportunities, ensuring that our team remains agile and responsive.

We value adaptability and encourage our employees to embrace change as part of their professional growth and contribution to the company's success.