Job Description

Title: Front of House Coordinator

Responsible to: Operations Manager/ Centre Manager
Location: Pax Lodge, London NW9 5PQ

Responsible for:
People:
Budget:
Key Working Relationships: Guest Services, Programme Staff and Volunteer Team.

About Us:

Girl Guiding and Girl Scouting is the world's only movement for every girl and any girl because we believe that each of them deserves to be the best they can be. Free to make what they want from the Movement, girls learn by doing, make friends and have fun. In safe, local spaces, girls develop the skills and attitudes to change themselves, their communities and our world.

The World Association of Girl Guides and Girl Scouts (WAGGGS) keeps the global Movement thriving, united and growing.

Job Purpose:

To ensure the smooth running of the World Centre/Hostel.
To establish and maintain a friendly and welcoming atmosphere for all guests and visitors.
Take accountability of the reception, accommodation, gift shop, conferences, dining room, meals, kitchen and events service of the Pax Lodge.

Key Responsibilities:

Management

- Be an active and participative member of the Front of House Team meeting regularly and ensuring that Pax Lodge meets its operational goals.
- Ensuring the smooth running of Pax Lodge on a day-to-day basis providing training as required.
- Ensure the office and reception is adequately staffed during opening hours.
- Ensure the smooth running of Front of House, managing reception, shop facilities and conference bookings, as well as managing our accommodation online booking system, completing regular financial reporting and assist Deputy World Centre Manager in training new staff, volunteers, interns, and weekend staff.

Administration
Ensure administrative functions always run smoothly and efficiently.
Ensure that End of Day procedures are completed each day and the relevant paperwork is completed and filed.
Maintain up to date information using established booking systems, taking bookings from guests, and allocating appropriate rooms within agreed guidelines.
Taking payments via phone, card machine, pay by link platform and directly from the guests.
Allocating the payments to relevant booking.
Following up on payments, booking forms and rooming list.
Be responsible for collating guest questionnaire and event/tour evaluation data for quarterly Performance Indicator reporting and other event reporting as required.

Booking Procedures

- Inputting and allocating all online bookings in the system at earlier possible time.
- Ensure guest bookings are confirmed and daily guest paperwork is prepared.
- Respond within 24hrs to maximum 48hrs to enquiries regarding conferences, events and packages, booking in and managing bookings in the event system.

Front Desk Duties

- Staff the front desk and welcome guests to Pax Lodge when required.
- Check in and check out the guests.
- Respond to guest and hirer enquiries received by phone, email or in person.
- Ensure that the appropriate rooms are set up for conference room bookings.
- Be responsible for ensuring London information including information on attractions and transport routes held on site is up to date. Reorder information as required and ensure staff and volunteers are aware of any changes.
- Be responsible for the guest check in information and Guest Guide ensuring up to date information and copies are available for all guests.

Events/Conferences

- Liaise regularly with customers regarding event & conference bookings and collection of event fees, ensuring accommodation and other needs are met.
- Administer conference bookings and events including answering general enquiries, liaising with participants, invoicing, purchasing tickets, and creating information packages.
- Be responsible for booking coach and taxi transfers for event groups, including confirmations, billing, and invoicing.
- Be responsible for the Pax Lodge and London challenges ensuring appropriate stock levels of badges and challenge booklets are always available.
- Prepare advertising material for various products (e.g. bed nights, programme events.)
- Assisting the conference client throughout the shift when is needed.
- Setting up the conference rooms as per client request. (This includes carrying tables, folding, and unfolding the tables, setting up laptop, projectors, tea & coffee, water, glasses.
- Preparing tea/coffee, lunch, and dinner when it’s needed.
- Cleaning kitchen, dining room, tables, washing dishes when needed.
- Setting up breakfast, lunch, and dinner service.

Retail Shop

- Assist in the shop as required.
- Organising and refilling the shop items.
- Complete the daily shop reconciliation alongside End of Day procedures.

Health & Safety

- Ensure that Health and Safety procedures are observed and participate in annual risk assessments.
- Act as the Fire Marshall and First Aider.
- Provide training to all interns, volunteers and new staff in Health and Safety matters as required.

Other

- Take a full role in staff rotas providing early morning, evening shifts cover in relation to all building security measures, emergency needs, taking and passing on telephone messages, responding to guests needs as requested and ensuring appropriate access to the safe as required.
- Cleaning and preparing the guest bedroom, bathroom, kitchen, dining room, conference room and any other Pax Lodge premises if its required.
- In order to meet the needs of Pax Lodge the specific requirements of this position may develop and the post holder is expected to undertake any other duties, which may be required.
- Strictly following GDPR (General Data Protection Regulation) policy

This job description is not exhaustive and serves only to highlight the main requirements of the post holder. The line manager may stipulate other reasonable requirements.

The job description will be reviewed regularly and may be subject to change.
## Person Specification

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<td><strong>Education</strong></td>
<td>- A good general education.</td>
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| **Experience**     | - Experience of working in a front office environment in a hotel/hospitality/conference or similar setting  
                      - Desirable: Active Guide/Scouts or have been in the past.  
                      - Knowledge of WAGGGS, Guiding or Scouting. |
| **Skills**         | - Proven administrative skills  
                      - Good level of numeracy skills  
                      - Ability to communicate effectively  
                      - Good interpersonal skills  
                      - Proven time management skills  
                      - Fluent in English, written and verbal  
                      - Good understanding of Microsoft Office  
                      - Multitasking Skills |
| **Attitude**       | - Flexibility, patience and ability to cope with changing priorities.  
                      - Ability to live and work closely with a team. |
| **Desirable**      |                                      |
|                    | - An understanding of diverse cultures and backgrounds  
                      - An understanding of computerised booking or reservation systems  
                      - An understanding of the principles of Health and Safety in the work environment  
                      - Experience of working in a residential setting |

**Special Notes:**

Applicants **must** have rights to work in the UK.