Title: Front of House Coordinator

Responsible to: Deputy World Centre Manager- Operations

Location: Pax Lodge, London

Responsible for: N/A

Key Working Relationships: Front of House team, Programme team, interns & volunteers

*This is a two year fixed term contract.

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.

This role operates within the context of a volunteer led global charitable organisation with 146 Member Organisations.

What we are looking for:

Pax Lodge is one of our four World Centres and is a place for members and families of the World Association of Girl Guides and Girl Scouts to meet. It offers accommodation, international volunteering programmes and employment opportunities, and a wide range of activities.

Main purpose of the role

To assist the Front of House Co-ordinators and Deputy World Centre Manager- Operations to ensure the smooth running of the hostel and event bookings at weekends and to establish and maintain a friendly and welcoming atmosphere for all guests and visitors.

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.
• Ensure the office and reception is adequately staffed during opening hours.

Administration
Job Description

- Ensure administrative functions run smoothly and efficiently at all times.
- 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.
- Be responsible for collating guest questionnaire and event/tour evaluation data for quarterly Performance Indicator reporting and other event reporting as required.
- Check statues for all conferences booked for next months and follow up on full payment and booking form and any other missing information.
- Allocate payment to the booking system.
- Make sure there is arrival time for all guests arriving next 3 days if not send them email and request for arrival time.
- Check statues for all groups to make sure we received deposits.

Booking Procedures
- Ensure guest bookings are confirmed and daily guest paperwork is prepared.
- Respond to enquiries regarding conferences, events and packages, booking in and managing bookings in the event system.

Front of Desk duties
- Staff the front desk and welcome guests to Pax Lodge when required.
- 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 the guest check in information and Guest Guide ensuring up to date information and copies are available for all guests.

Events
- Liaise regularly with customers regarding event 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 the Pax Lodge challenge ensuring appropriate stock levels of badges, challenge booklets and certificates are available at all times.

Retail Shop
- Assist in the shop as required and supervise stock processing.

Health & Safety
- Ensure that Health and Safety procedures are observed and participate in annual risk assessments.
- Act as the Fire Marshall and First Aider when is needed.

Other Responsibilities
- Take a full role in staff rotas providing early morning, daytime and night 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.

- 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.

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.

Applicants must already be living in the UK with the rights to live and work in the UK.
## Person Specification

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<th>Area</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Qualifications:</td>
<td>• A good general education</td>
<td>• An understanding of computerised booking or reservation systems</td>
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<td>• An understanding of the principles of Health and Safety in the work environment</td>
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<td>• Experience of working in a residential setting</td>
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<td>Experience:</td>
<td>• Experience of working in a front office environment in a hotel/hospitality/conference or similar setting</td>
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<td>Skills and Knowledge:</td>
<td>• Proven administrative skills</td>
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<td>• Good level of numeracy skills</td>
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<td>• Ability to communicate effectively</td>
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<td>• Good interpersonal skills</td>
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<td>• Proven time management skills</td>
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<td>• Fluent in English, written and verbal</td>
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<td>• Good understanding of Microsoft Office</td>
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<td>Personal Qualities:</td>
<td>• Flexibility, patience and ability to cope with changing priorities</td>
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<td>• Ability to work closely with a team</td>
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<td>Working for WAGGGS:</td>
<td>• Able to demonstrate a commitment to and be a role model for WAGGGS' organisational values of: Member Driven; Brave; Inclusive; Empowering; Transparent; Professional.</td>
<td>• An understanding of diverse cultures and backgrounds</td>
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<td>• A passion &amp; commitment for issues affecting girls and young women on a global level, and demonstrable ability to engage with girls and young women, either through a professional or personal background.</td>
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