



Front of House Officer

The Honourable Society of the Middle Temple – City of London

Permanent – Full Time (40 hours a week)

Circa £20,000 per annum plus excellent benefits

The Inn

The historic Middle Temple is one of the four Inns of Court which have the exclusive right to call men and women, who have completed the necessary academic qualifications, to the Bar of England and Wales. This entitles them, after a period of pupillage (vocational training) to practise as Barristers. As well as calling men and women to the bar, Middle Temple is a members' organisation for barristers and provides them with various services and resources including catering and events, a library, training and accommodation (business and residential).

The role

We are looking for a Front of House Officer to offer our members, visitors and guests a first class customer service by providing them with a warm welcome and assistance such as giving directions and information about the Inn. The role involves interacting with people at all levels of the legal profession, from student members to senior members of the judiciary.

Requirements

The successful candidate will have:

- A friendly and professional manner with excellent customer service skills
- Proven experience of dealing with members of the public
- Strong organisational and time management skills
- A flexible approach and a positive attitude
- The ability to work effectively as part of a team

For further details on the requirements of and for the role please see the attached job description.

Benefits

Excellent benefits include a generous pension scheme, complimentary lunch when Hall is open, private medical and life cover as well as a generous leave allowance.

How to apply

If you wish to apply please send your CV and a short covering letter explaining why you would like the job to recruitment@middletemple.org.uk. The closing date for applications is **22 November 2015**.

Middle Temple is an Equal Opportunities employer.



JOB DESCRIPTION

Job Title:	Front of House Officer
Department:	Estates Department
Reporting to:	Security and Front of House Manager
Responsible for:	No line management required
Location:	Middle Temple Hall London EC4Y9AT
Tenure:	Permanent
Hours:	40 hour week over a Monday to Sunday on a rota system (early, mid and late shifts).
Job Purpose:	Responsible for meeting and greeting all customers and clients who enter our buildings. Also, provide excellent customer service to prestigious guests at evening events as well as undertaking some ceremonial duties as required.

About the Middle Temple

The Middle Temple is one of the four Inns of Court which have the exclusive right to call men and women to the Bar i.e. to admit those who have fulfilled the necessary qualifications to the degree of Barrister-at-Law, which entitles them, after a period of pupillage (vocational training), to practice as Barristers.

The Inn hosts a number of events for the benefit of members of the Inn and can also be booked for private events ranging from formal dinners, weddings, meetings, receptions, corporate events and garden parties to outdoor functions, TV documentaries and Hollywood movies.

About the Estates Department

Middle Temple's estate consists of an interesting and historically important collection of buildings ranging from Middle Temple Hall built in 1570 through to post war properties constructed in sympathetic style in the 1950s. A large number of the buildings are listed and together with associated courtyards and gardens, all sit within 'The Temple' conservation area.

Portering/front of house services as well as security used to be a single function. The Inn is in the process of changing this so that front of house roles are purely focused on customer services and security will be a separate function. The post holder will be the "face of the Inn", dedicated to giving excellent service to all those customers entering either the Hall or another building. The Front of House team will be led by the Security/Front of House manager, who in turn reports directly to the Director of Estates.



Key Responsibilities:

- Meet and greet visitors of the Inn, directing them politely and appropriately to the correct person/department or building
- Assisting other Porters with the setting up of certain events or re-setting after major events
- Making visitors comfortable, showing them to the relevant meeting room or waiting area, offering refreshments as required
- Undertaking some ceremonial duties for certain special events in Hall and Temple Church (full training will be given). Note: these typically take place in the evening or on a weekend.
- Maintaining security within the Hall, Bench Apartments and when necessary Ashley Building to ensure the safety of users and the protection of assets.
- Undertaking guided tours of the Hall and Bench Apartments, together with supervision of approved external guides to ensure compliance with security and fire risk protocols.
- Maintaining an accurate register of all those entering the building to ensure full evacuation in case of fire.
- Undertaking merchandise sales in conjunction with the Inn's Events Department.
- Assisting in any other duties such as post, mail shots, shredding and any other ad hoc tasks
- Liaising with security and alerting the team to any suspicious activity
- Providing holiday cover for other members of staff within the team

Personal Specification: Front of House Officer

	Essential	Desirable
Background/experience	Previous experience of Front of House or customer facing role with some experience of security procedures Experience with dealing with members of the public Experience with basic security procedures	Experience in working with legal professionals or VIP guests
Skills	Good communication skills, particularly verbal communication skills with the	



	ability to communicate effectively to people of all levels Good organisational skills and time management skills Good customer service skills	
Personal qualities	Ability to work flexibly and to carry out any other reasonable duties in line with the post as may be required from time to time Ability to operate effectively as part of a small team and get on with people of all levels Ability to remain calm when under pressure and to maintain high professional and ethical standards	
Training/Qualifications	Customer Service training (including any in-house training courses)	Manual handling certificate First Aid training Security Awareness training

Important

This job description reflects the current situation. It does not preclude change or development that might be required in the future. The list of duties is not exhaustive. The position of a duty on the list is not necessarily indicative of its importance.

I have read and agreed this job description

Name.....

Line Manager.....

Signature.....

Date.....