

Front of House Coordinator

Role Profile

Pay Grade:	3
Responsible to:	Head of Operations
Staff Coordination and Supervision – Responsible for	Casual Staff (Reception/Safety Bus) (up to 20 staff)

Main Duties of the Role

Deliver a high-quality reception service

- Recruit, onboard, supervise and develop reception staff, setting objectives and monitoring performance through the appraisal cycle
- Coordinate the reception rota within budget, provide cover where required and ensure a welcoming, well-presented service during agreed opening hours
- Develop and maintain effective reception procedures and service standards.
- Monitor student staff working hours and ensure all hours are approved and submitted to Finance within agreed timescales
- Work with the Advice and Digital/Technology teams to meet reception needs and improve the service

Coordinate bookings for SUSU

- Coordinate SUSU's room and event booking systems, including regular club and society use, external bookings and other requests agreed with the Head of Operations
- Coordinate booking processes with Activities, Business Development, Food & Beverage, Marketing and other internal teams, ensuring requirements and responsibilities are clearly communicated
- Act as the main contact for customers, suppliers, the University timetabling team and relevant campus services, including parking arrangements where required
- Maintain a weekly schedule of activity, plan and coordinate work across bookings and event support, identify and resolve room clashes and operational challenges, and respond to requests and queries within agreed timescales
- Coordinate event requirements, quotes, supplier and client communications, and accurate, timely invoicing
- Maintain effective booking procedures and resources, using appropriate technology to deliver a consistent, high-quality service
- Build positive stakeholder relationships, ensure service delivery is focused on student, customer and stakeholder needs, gather feedback, and implement improvements to services and processes
- Ensure bookings and events meet client and SUSU requirements, including all relevant health and safety processes

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Coordinate the running of the Mini Bus & Safety Bus service

- Coordinate the day-to-day Safety Bus service, including planning workloads, rotas, staffing cover and compliance with agreed operating standards, reprioritising activity where required to maintain service delivery
- Supervise and support the Safety Bus team, communicating clear expectations and identifying, resolving or escalating operational issues promptly
- Maintain accurate records of staffing, rotas and service activity
- Work with the Activities team to coordinate minibus bookings, ensuring Reception has timely and accurate booking information to support effective service delivery
- Work with the Head of Operations to coordinate the availability of minibus assessment sessions and ensure students can access and book onto them

Role Expectations

Staff Coordination and Supervision

- Coordinate and supervise casual Reception and Safety Bus staff, supporting recruitment, induction, objective setting, performance, absence, development, task allocation and rotas in conjunction with the Head of Operations
- Plan and reprioritise team workloads to maintain service standards and achieve objectives within agreed timescales

Financial Coordination

- Occasionally responsible for small scale budgeting and expenditure monitoring (e.g. for an activity, small-scale project) within an annual budget of up to £10,000
- Support basic finance processes relating to bookings and events, including quotes, invoices and timesheets, ensuring accuracy and timely completion
- Monitor Reception and Safety Bus staffing costs and levels in line with agreed opening hours, operating periods and budget requirements
- Maintain accurate records and provide information to support reports on facility use and service activity

Contribute to the overall effectiveness of SUSU by

- Support the delivery of SUSU Strategy and departmental Operational Plan, promoting SUSU's aims, values and positive reputation
- Maintain effective internal and external relationships and ensure statutory obligations and SUSU policies are followed, particularly Health & Safety, Equality, Diversity & Inclusion and Sustainability
- Work flexibly with colleagues to maintain service delivery, providing cover where necessary
- Maintain professional knowledge through relevant learning, development, meetings and training
- Undertake other duties appropriate to the grade and responsibilities of the post

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Person Specification

We have described below the range of experience, qualifications, knowledge, skills and attributes we are looking for. We will use this to manage our selection process, and also to identify any training and development needs once in post.

Assessed at: Application / Interview / Task or Presentation

KEY REQUIREMENTS	A	I	T/P
Knowledge/Qualifications			
Knowledge of basic finance processes, including quotes, invoicing and timesheets	✓		✓
Understanding of Health & Safety, Equality, Diversity & Inclusion, Sustainability and ethical responsibilities	✓		✓
Skills			
Excellent verbal, interpersonal and written communication skills, including the ability to work with people at all levels and with customers who may be distressed or demanding	✓		✓
Strong organisational and planning skills, with the ability to manage own time, meet deadlines and achieve objectives	✓	✓	✓
Ability to use initiative and work without close supervision, escalating matters when necessary	✓	✓	✓
Ability and interest to research new ideas and identify improvements to services, systems and processes			✓
Experience			
Experience in a senior administrative, business support or front-of-house role	✓		✓
Experience of devising, implementing and monitoring administrative systems and procedures	✓	✓	✓
Experience of specifying, developing and providing excellent customer service	✓		✓
Experience of booking and administering a range of events and activities		✓	✓
Experience of leading or supporting staff, including rota coordination and operational supervision			✓

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Experience of maintaining financial records of expenditure against a budget			✓
Commitments			
Demonstrable evidence of, and commitment to, continuing professional development	✓		✓
Commitment to, and passion for, the values and purpose of a Students' Union.	✓		✓