Job Description

Job Title: Front of House and Administration Team Leader

Contract Type (Perm/Contract/Temp): Perm

Reports to: Head of Procurement and Property

Location: London

About Us:

We are a secure e-invoicing platform that brings businesses and their suppliers closer together with unique technology that revolutionises invoice processing, maximises efficiency and improves cashflow management.

Job Purpose:

We are seeking a an energetic, committed and super organised Front of House Manager to help make our London office an amazing workplace for our tenants and team

The ideal candidate has impeccable standards, is polished and well presented; calm, resilient, and able to think on their feet.

You will be managing the day to day operation of the client and common areas, ensuring they are presented and maintained to the appropriate standard, providing a safe and effective working environment

Key Responsibilities:

* Meeting and greeting guests
* Motivate and manage the team to complete essential office duties, including but not limited to: ordering of food and drink supplies; general upkeep of the office throughout the day; and ensuring meeting rooms are tidy, safe and ready for all users
* Be the primary point of contact for office maintenance feedback. Monitor the condition of office fittings and fixtures, reporting faults to maintenance team as required
* Work closely with IT Support Engineers to ensure workspaces are always fully functional from an IT perspective m
* Liaise with HR to maintain an accurate seating plan and accommodate new joiners
* Financial administration: process company expenses, raise purchase orders, reconcile company credit cards and working with accounts payable on vendor payment queries
* Manage the travel program, through our Travel Management Company, including traveller setup, training, reporting and queries
* Provide weekly reports; and own budgetary and forecasting processes
* Review and update Health & Safety policies and ensure they are observed
* Oversee First Aid and Fire Marshall requirements - organise trainings and maintain associated stock
* Respond to office queries from staff
* Own and deliver on ad-hoc projects as agreed with manager

Experience and Knowledge:

* Experience managing front of house in a multi tenanted building
* Strong understanding of reporting and budgetary control
* Capacity to deal with a wide variety of different tasks, and come up with innovative solutions to challenges
* Experience of managing front of house operations including maintenance, building services and security systems.
* Experience of setting and working to financial targets
* Ability to build effective relationships with key stakeholders
* Sound business, commercial and financial acumen.
* Experience of leading change and motivating others.

Systems Knowledge:

* Proficiency with systems: finance administration, Microsoft suites, online Travel & Expenses systems

Personality & Attributes:

* Exceptional communication and interpersonal skills, both verbal and written
* Well organised and proactive
* Calm under pressure, able to prioritise and meet deadlines
* Approachable and willing to go the extra mile