

## JOB DESCRIPTION

**Job Title:** Front of House: Team Leader

**Salary:** £36,532-£44,865 pa

**Contract Length:** Permanent

**Hours/FTE:** Full-time

**Grade:** 4

**Location:** London College of Fashion , 20 John Prince's Street, London, W1G 0BJ and relocating to Stratford from 2023

**Accountable to:** Head of College Operations

**College/Service:** London College of Fashion, College Operations

### Purpose of Role:

To provide supervision as a team leader to the Front of House (FOH) coordinators.

To provide high level assistance and support to the College's FOH coordinators and to the FOH Service contributing to the provision of a fully functional reception service for prospective and current students, staff and external visitors responding to queries comprehensively, expediently and with excellent customer service.

To support the Head of College Operations in reviewing current FOH services to define new systems and processes for our new building in Stratford. To proactively seek improvement in the student and visitor experience as part of this activity. To build and develop relationships with both current and future FOH partners / stakeholders in preparation for the move to Stratford.

In addition, the role will have an excellent understanding of the FOH requirements for the College, developing knowledge of departmental operations and relationships in order to ensure a smooth FOH operation and triage service whilst providing an excellent student and visitor experience in LCF buildings.

In preparation for LCF's move to Stratford you will lead the FOH coordinators helping them to familiarise themselves with the layout of the building and gain knowledge that can be shared with other College staff as part of the Day 1 transition team.

### Main Responsibilities

- Manage, supervise, and motivate the Front of House team (FOH), ensuring that effective recruitment, induction, probation, and ongoing support is in place.
- Undertake Planning, Review and Appraisal (PRA) of FOH team members, setting clear
- Provide seamless Front of House services to ensure an excellent student, staff and
- To work to the Head of College Operations to develop processes, systems, and guidance for the new FOH service in Stratford
- Develop an understanding of the FOH requirements in the College with excellent understanding of School and departmental operations and fostering key stakeholder relationships
- Support FOH coordinators and react to enquiries from current and prospective students, staff and visitors at FOH in person, by email or phone and ensure these are successfully resolved. Provide helpful and comprehensive general information and assistance, drawing upon manuals and other documentation, act as an effective contact point for all student enquiries before referral to other support agencies if required, creating a portfolio of frequently asked questions in the lead up to Stratford.
- Welcome visitors and students to the building and act as the point of contact for reception information regarding events, shows and other college operations. Collate

information to ensure smooth access and navigation. Contribute to the planning and implementation for open day activities, events and exhibitions and other College Operations to provide front of house support for these as required. Build upon current processes to implement visitor 'journey maps' in the lead up to Stratford.

- Collate FOH information for all departments across the college providing reports as required
  - Engage, induct, oversee and supervise student ambassadors and other temporary staff for events, shows and other College operations as required
  - Implement procedures and protocols for general reception duties - including meeting and greeting external visitors, issuing student, staff and visitor ID cards and ensuring H&S protocols are adhered to.
  - Escort visitors/prospective students/interviewees/new staff around the building and the provision of tours of the College in response to senior management requests
  - Assist with the issue and replacement of staff and student ID cards
- Work closely with Estates colleagues to provide an effective point of contact for reporting accidents, facilities issues and general fault reporting, ensuring that they are appropriately logged
  - Respond to queries regarding timetable information to both students and staff through electronic and other media, helping with the dissemination of information about room and other timetable changes to students and staff so that they are alerted in a timely fashion
  - Oversea the coordination of couriers, taxis and post room duties including postal deliveries/collections
  - Reporting to the Head of College Operations contribute to a culture of continuous service delivery improvement on proposed developments.
  - To undertake health and safety duties and responsibilities appropriate to the role. Act as Fire Warden as required.
  - To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022)
  - To work in accordance with the University's Staff Charter and Dignity at Work Policy, promoting equality diversity and inclusion in your work
  - To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities
  - To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness
  - To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations

**Key Working Relationships:**

- Head of College Operations
- Front of House Coordinators
- Arts Temps (when required)
- Students prospective, current and alumni, staff and external visitors
- Key stakeholders in each department in relation to FOH services
- College Operations
- Academic Registry and Course Support, Internal and External Relations and Events
- Estates Team
- Security Teams

**Specific Management  
Responsibilities**

**Staff:** Front of House Coordinators  
(x2)

HERA REF: 001879

**Job Title: Front of House: Team Leader      Grade: 4**

Person Specification	
Specialist Knowledge/ Qualifications	<p>Knowledge of supervising / leading / managing a team</p> <p>Knowledge of good practice in relation to customer service and support</p> <p>Supervisory qualification or substantial experience (desirable)</p>
Relevant Experience	<p>Experience of working in a front-line 'customer' focused role</p> <p>Experience of supervising staff</p> <p>Experience of working in HE / FE administration in a large complex organisation (desirable)</p> <p>Experience of developing or enhancing customer service provision</p> <p>Experience of operational building moves (desirable)</p>
Communication Skills	<p>Communicates effectively orally, in writing and/or using visual media</p> <p>Excellent digital skills and knowledge of Microsoft Outlook, Word and Excel skills</p> <p>Knowledge of SITs, Celcat and Blackboard Collaborate (desirable)</p>
Leadership and Management	<p>Supervises and motivates individuals or a team effectively, setting clear objectives to manage performance</p>
Planning and Managing Resources	<p>Plans, prioritises and organises work to achieve objectives on time</p>
Teamwork	<p>Works collaboratively in a team and where appropriate across or with different professional groups</p>
Student Experience or Customer Service	<p>Provides a positive and responsive student or customer service</p>
Creativity, Innovation and Problem Solving	<p>Uses initiative or creativity to resolve problems</p> <p>Proactively looks for service improvements</p>

