



## Job Description & Person Specification

### Position Details

<b>Position:</b> Reception Manager	<b>Department:</b> Operations	<b>Reporting To:</b> Head of Operations
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#### **Overall Objective:**

The warm welcome from the Front of House Team determines the first impressions clients and visitors have of the Club. The role of Reception Manager is to ensure that you provide the highest level of guest care and personal service to all stakeholders, including visitors, clients, internal stakeholders, parents, general public and both Academy and First Team players. The Front of House Team will be established, coached and led by the Reception Manager. They will be responsible in looking after all the Reception areas across the Club's Training Ground.

### Job Description

#### **Main Duties:**

- Manage, motivate, and always develop individuals within the Reception/Front of House (FOH) team to enable them to meet and exceed client expectations
- Coach and mentor team members to achieve and exceed their potential, fostering a positive image always
- Work on development plans with the FOH team to continually develop their skills
- Lead by example, be reliable, flexible, honest and a strong advocate for the club and the training ground
- Take appropriate action to address service issues to the satisfaction of the Club.
- Be aware of H&S legislation and be security conscious always.
- Ensure weekly team talks are held and team are provided with updates as necessary
- Ensure all areas overseen by the team are kept clean, tidy, and presentable always
- Provide adequate cover for all FOH Receptions
- Implementation of Standard Operations Procedures for all services
- Establish Uniform requirement reviews and source new providers if needed
- Manage the stationary orders and maintain adequate stock throughout the training ground within budget
- Manage all postal arrangements for the training ground including, franking, couriers internal post runs and management of parcel collections and end user delivery
- Manage a meeting room booking system ensuring all meeting room facilities are delivered coordinated with catering and AV.
- Ensure meeting room checks and clearing are taken care of in a timely manner pre and post meeting
- Manage and coordinate room bookings for the player accommodation keeping Housekeeping and maintenance abreast of all changes
- Greet, cater for, and inform all guests at reception points keeping both them and their host updated

- Manage and distribute pass system for all guests in conjunction with the security and the daily guest log
- Manage the telephone system. Forward and field calls, relay messages and deal with enquiries in a polite professional and efficient manner
- Train the team to support and assist in all emergency situations

## Person Specification

### Essential

- Polite and Respectful.
- Lead by example from the front
- Your approach always must be positive, caring, enthusiastic and engaging
- To effectively manage your own time on a day to day basis placing the emphasis on where your contribution will add the greatest value
- Above all a mature, composed, can do attitude must be maintained
- Complete adherence and respect for confidentiality and handling of confidential and sensitive data
- Excellent communication & interpersonal skills.
- To deliver all aspects of your role in a timely manner as required
- Deal with any complaints in the first instance and escalate to operations
- Willingness to make decisions, independent thinker
- Experience in management of a team
- Experience of customer facing services

## Role Requirements

- To undertake required training, including mandatory Club Equality and Diversity and Health and Safety training.
- To ensure that the Club's Safe-guarding and Vulnerable Adults policies and procedures are adhered to at all times.
- To adhere and communicate the Club's brand values to stakeholders whenever the opportunity arises

The purpose of this job description is to focus attention on the most important aspects of the role of Reception Manager. It is not intended to be a complete list of every duty and it is therefore expected that the day-to-day performance of the job will include tasks not listed above.

*Leicester City Football Club is an equal opportunities employer and is committed to provide equality and fairness for all employees. Leicester City Football Club opposes all forms of unlawful and unfair discrimination. Please refer to our Equality and Diversity Policy for further information.*

Employee Signature \_\_\_\_\_

Date

Manager Signature \_\_\_\_\_

Date