



JOB DESCRIPTION

Job Title	Front of House Manager
Accountable to	General Manager
Location	Belong

KEY OBJECTIVES

- Act as the 'public face' of the village by providing leadership and motivation in the delivery of reception, administration, activities and housekeeping services.
- Ensure the smooth delivery of reception, administration, activities and housekeeping services and that they uphold the core values of Belong.
- Coordinate staffing by undertaking recruitment & selection, line management & coaching to the Activities Facilitator, housekeeping and administration teams.
- Deliver and monitor identified learning & development targets.
- Manage the financial systems and data integrity within the village.

SUPPORTING OBJECTIVES

Service Delivery

- Manage all aspects of bookings, arrivals and departures within the village.
- As part of the management team ensure that maximum usage and occupancy of the village is achieved at all times.
- Monitor and manage the administration and housekeeping budgets.
- Maximise revenue through the promotion of communal facilities e.g. Bistro and fundraising events.
- Maintain a high standard of Customer Relations/Customer Service.
- Promote and develop the reputation of the village and its facilities within the local community
- Seek revenue generating opportunities by researching customer market segments and acting on that research
- Deal with complaints, faults and repairs and keep residents, customers & staff informed of progress where appropriate.
- Conduct tours of the village for new customers and other visitors.
- Coordinate Front of House requirements for events and activities.
- Ensure that all core areas are cleaned and maintained according to Belong specifications.
- Undertake service audits in accordance with Belong policies & procedures.
- Actively encourage customer feedback to evaluate and develop strategies to improve services.
- Ensure a safe environment is provided for all residents, customers, staff and visitors dealing with emergencies where appropriate.

Team participation

- Be a visible role model within the village ensuring availability to residents and visitors during busy periods.
- Lead on the development and evaluation of housekeeping and administration services.
- Carry out any other reasonable task as directed by the General Manager.

Management & Supervision

- Undertake investigations of complaints and incidents as part of the management team.
- Participate in a flexible management team ensuring that there is management presence 7 days a week.
- Provide line management to staff teams ensuring that Personal Development Plans reflect the needs of the individual and the aims & objectives of Belong.
- Conduct performance supervision and performance development reviews for staff teams identifying targets and training needs in accordance with Belong policies & procedures.
- Manage attendance of staff members including compiling staffing rota, managing time off, completing return to work interviews and appropriate cover for shifts in accordance with agreed levels and Belong policies and procedures.
- Promote and develop respectful and positive communication between staff, residents and all visitors.
- Chair team meetings as required.

Learning & Development

- Undertake learning and development opportunities that have a legal or organisational requirement.
- Plan & deliver appropriate induction and on-going training.
- Act as Internal Verifier and Assessor for relevant NVQ awards.

PERSON SPECIFICATION**JOB TITLE:** Front of House Manager

FACTORS	ESSENTIAL	DESIRABLE
Skills & Abilities	<ul style="list-style-type: none"> • The ability to communicate at all levels, both internal and external, in a professional and efficient manner. • Proficient use of. E-Mail, Internet and Microsoft Office applications. • Ability to lead by providing guidance and mentoring. • The ability to influence others to follow a particular action or adhere to a specific policy/procedure. 	<ul style="list-style-type: none"> • A good understanding of the health & social care market.
Previous experience	<ul style="list-style-type: none"> • Previous Front Office management experience. • Previous extensive customer service experience in a customer-facing role. • Experience of leading and managing people. 	<ul style="list-style-type: none"> • Working with older people (although not necessarily in a care and support setting).
Qualifications/ knowledge	<ul style="list-style-type: none"> • A good understanding of the needs of older people. • NVQ 3 in business administration or equivalent. 	<ul style="list-style-type: none"> • A1 award. • V1 award. • NVQ 4 in Front of House Mgt or equivalent.
Personal Qualities	<ul style="list-style-type: none"> • Commitment to equal opportunities and the ability to foster and manage diversity. • Committed to the values of Person Centred Care. • A collaborative, participative team working style. • Confident and creative. 	
Special Requirements	<ul style="list-style-type: none"> • Willing to travel to other business sites. 	<ul style="list-style-type: none"> • Access to transport.