

## Front of House – Central London

### About us

Wallacespace provides brighter thinking spaces for off-site meetings, training, workshops and events. Founded in 2002, we now have 4 beautiful buildings in Central London, each welcoming up to 200 clients per day. The success of our business is rooted in the strong relationships we have with our clients. Beyond the spaces we offer, we aim to delight with our can-do attitude and proactive service. Everyone who works at wallacespace shares this objective; our whole being is client centric.

### About the role

Our Front of House's are the backbone of our buildings. Not just a welcoming smile, they provide support to both clients and colleagues alike.

#### 1) Team Assistant

- **Admin support** – updating booking details, crm and client records, data inputting, record keeping, checking event details + financials, flagging discrepancies, minute taking, petty cash, couriers + taxi.
- **Stock management, inventory + suppliers** – stationery orders + branded items, negotiating with suppliers to achieve value for money
- **Confident and capable** – juggling the day to day, dealing with any enquiries, deliveries & orders

#### 2) Client + Event Support

- **Welcoming Clients** – warm and engaging on arrival.
- **Event support** – working with team to plan ahead for events; flagging anomalies, ensuring the building has the right furniture + stationery, organising any special requests, communicating with facilities + cafe teams.
- **Support during + after events** – acting as a first port of call for clients, anticipating their needs during the day, organising taxis

#### 3) Interdepartmental Support

**Providing support to the following areas:**

- **Furniture movers** – acting as a first port of call, hiring + training new starters, updating HR + the finance team on any changes, setting the rota, liaising with other FoHs to make sure all buildings are appropriately staffed
- **Finance** – checking invoices, negotiating with suppliers, working to achieve best value for money, distributing payslips
- **Marketing** – contributing ideas for the best presentation of the building, any extra support
- **Facilities** – being aware of the building's status report, attending interdepartmental meetings, extra support
- **Directors** – helping with any projects or requirements.

On top of their day-to-day responsibilities, each Front of House manages one or two ongoing projects. These are shared between the Front of Houses and include:

- Taxis & couriers – supplier relationship, cost comparison
- Branded items – supplier relationship, cost comparison + placing orders
- Wallace CitiTraining – material distribution, stock management + fingerprinting
- Understanding our market place – updating information, communicating with marketing + client managers
- Facilitators knowledge – updating information, communicating with building teams
- Loyalty scheme – managing database, updating CRM, communicating with client managers

## About you

Values	Qualities	Skills
Attention to detail Improving standards Getting stuck in	Common sense Initiative Resilience Thoughtfulness Foresight Organised	Communication Problem solving Prioritisation Excel/office Negotiation