

## Job Description

**Job Title:** Front of House Supervisor

**Based at:** Doughty Street Chambers, London

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### Job Purpose

To deliver a professional Front of House service to members and users of Chambers by:

- Managing the day to day operation of Front of House services with particular emphasis on exceptional standards of customer care
- Managing and developing the reception team and systems to improve and monitor the levels of service
- Operating Chambers' switchboard to ensure clients calls and requests are managed in a highly effective manner.

### About us

Doughty Street Chambers is a multi-disciplinary set of barristers with a truly national and international reputation for excellence, particularly for work involving issues of human rights and civil liberties. Our team comprises over 150 barristers, many of whom are recognised by the industry directories as leaders in their fields, supported by around 40 staff. We have offices in London, Manchester, Bristol and The Hague, but our barristers work internationally, undertaking cases on behalf of individuals and companies in proceedings before the UK Courts, the European Court of Human Rights, almost all the international tribunals, overseas courts, and arbitration tribunals. As well as litigation work our members train judges, prosecutors and security forces around the world, as well as advising on policy work.

### Summary of Role

We are currently seeking a Front of House Supervisor to oversee the two current receptionists and managing the day to day operation of Front of House with a particular emphasis on exceptional standards of customer care. The successful applicant will have a minimum of 5 years' experience working in a busy organisation with highly demanding clients and staff. Candidates should also have at least three years' experience working at Front of House.

### Key Responsibilities:

- Operating a busy switchboard by transferring calls and ensuring messages are relayed in a timely manner.
- Room bookings for conferences, seminars and other meetings.
- Booking couriers
- Arranging catering and wine supplies
- Organising agency cover.
- Ensuring suitable hardware for meetings is available and suitable notice given, in conjunction with the Administrator.
- Managing Front of House elements of events (conferences, seminars, parties etc.) held on site in conjunction with the Marketing and Client Care Executive and Head of Facilities. This may also on occasion include off site events.

- Dealing with any internal or external customer complaints in a professional manner and communicating all issues to Head of Facilities.
- Completing staff rotas in advance to ensure all areas are filled to operational requirements, including any temps required to fill positions and early/late adjustments for events, in consultation with the Head of Facilities or such other person as may be identified.
- Managing the day to day presentation of public areas, ensuring they are clean and tidy and free from obstruction. Escalate where necessary.
- Assistance to other departments where reasonable.
- Management of receipt and reconciliation of seminar payment income.
- Ensuring purchasing is in line with Front of House budget
- Ensuring all members of the Front of House team, existing and temporary cover, adhere to the Reception Code of Conduct wherever possible. Managing this effectively and positively.
- Promote good working practices and working relationships within the Front of House team and the rest of Chambers through effective leadership and motivation of team members
- Bring any performance or other related issues to the attention of Head of Facilities (or such other person who may be identified) immediately and participate in relevant HR meetings.
- On request and with adequate training, produce regular reports on telephone traffic into Chambers, response times and levels of performance.
- Performance of any other tasks as reasonably delegated by the Chief Executive or Management Board.

#### Person Specification:

<b>Qualifications</b>	A minimum of 5 GCSEs at Grade A-C, including Maths and English, or equivalent.
<b>Experience</b>	<p>At least five years' experience of working in a busy organization with highly demanding clients and staff.</p> <p>At least three years' experience of working at Front of House.</p>
<b>Skills and Competencies</b>	<ul style="list-style-type: none"> <li>• Ability to work with a small team and independently.</li> <li>• Experience of, and commitment to, high levels of customer service dealing with customers both in person and on the telephone, as well as a proven ability to confidently and professionally supervise people and situations.</li> <li>• Excellent communication skills are essential, the individual must be able to effectively communicate and negotiate on all levels, both verbally and in writing.</li> <li>• Excellent attention to detail.</li> <li>• Must be able to work under pressure and on own initiative, prioritising their own work load and on occasion managing several tasks/projects at once.</li> <li>• 'Self-starter'; to be confident and motivational, be able to lead and direct a team firmly but fairly.</li> <li>• Organisation skills are essential. This role is very multi-faceted and there will often be a lot of tasks that require supervision occurring at the same time. The individual must be able to control this.</li> <li>• Flexibility and the ability to adapt to changing circumstances.</li> <li>• Ability to engage confidently with a wide range of people.</li> </ul>

*For all enquiries please contact:*

***ABC Chambers Solutions LLP - 0203 890 8190 3 Waterhouse Square, London EC1N 2SW.***

*To apply for this role please e-mail a comprehensive CV and cover letter to:  
[recruitment@abcllp.com](mailto:recruitment@abcllp.com) or contact one of the [team](#) for a confidential discussion:*

*Elliott Rogers- [elliott@abcllp.com](mailto:elliott@abcllp.com) - 0203 890 8190 - 07402 424414*

*Ellen Doughty – [ellen@abcllp.com](mailto:ellen@abcllp.com) – 0203 890 8190*

*Taylor Goodwin – [taylor@abcllp.com](mailto:taylor@abcllp.com) – 0203 890 8190*

*All third-party applications will be forwarded to ABC Chambers Solutions.*