



## Front of House – Job Description

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 Front of House role

The Front of House role at wallacespace is not your average reception job. Beyond your warm welcome and sparkling personality, as Front of House you will play a pivotal role in the smooth running of your building, helping to guarantee that our clients get the most from their day.

### Your role will fall into 3 areas:

#### 1) Team Assistant

Day-to-day you will help to support your team with a range of administrative tasks, including updating bookings, client records+ financials; organising our team of furniture movers; managing office inventory and organising couriers + taxis. Beyond your excellent organisational skills, you will be a natural multi-tasker and have a great eye for detail.

#### 2) Client + Event Support

First impressions are vital and you are the first person our clients will meet at wallacespace. We need someone with a big smile and commanding personality, who can deal with clients in a confident, competent and capable way. As well as acting as a first port of call for clients on the day, you will help the office team to prepare for events by flagging anomalies and planning ahead.

#### 3) Across department support

You will contribute to other parts of the business with small projects or ad hoc tasks. This might be checking invoices or doing cost comparisons for our finance team or attending interdepartmental meetings with our cafe and facilities teams.

### About You

- Above all, you will be a people person with a friendly, approachable manner
- You will have a great attitude, common sense, and bags of personal energy
- You will have a willingness to solve problems, roll your sleeves up and get stuck into a job
- You are proactive, organised and have previous office experience. You will have excellent administration skills and be fluent in Microsoft Office
- You are a master of time management, enabling you to juggle a number of different projects, delivering them on time and to a high standard

### What we offer

- Free Lunch – who said there's no such thing? At wallacespace our food not only tastes great, it is designed to help our clients stay focused + more productive, so we'd be missing a trick if we didn't share it with our teams.
- Non-guaranteed bonus scheme
- Life assurance and pension scheme
- Access to travel loans + cycle to work scheme
- Excellent opportunities for progression + the advantage of working with great people in a unique environment.

### In addition to some great day to day benefits a Front of House will also receive

- £23k
- 25 days holiday + bank hols.

We welcome applicants from all backgrounds. However, in line with the Asylum & Immigration Act we do require that you must be eligible to live & work in the UK.