



## **THE ROLE**

### **Front of House Assistant**

<b>Department:</b>	<b>Front of House</b>
<b>Role Code:</b>	<b>ME12</b>
<b>Grade/Role:</b>	<b>3</b>
<b>Responsible to:</b>	<b>Corporate Communications Manager</b>
<b>Responsible for:</b>	<b>No line management responsibility</b>
<b>Date Revised:</b>	<b>Summer 2021</b>

#### **Job Purpose:**

To protect and save life, property and the environment by managing and coordinating the main Reception area and delivering excellent Front of House services at Service Headquarters.

#### **Main Duties and Responsibilities:**

1. To act as the main and initial point of contact for our communities, wider general public, businesses, EFA members and councillors, colleagues and suppliers, dealing with a wide range of communications via a variety of access channels. Ability to direct Emergency Service Users quickly and effectively, sometimes under pressure. To provide high quality, responsive, efficient customer service and deal with customers' enquiries professionally and to a high standard or re-direct more complex issues to an appropriate technical/professional colleague. Welcome visitors in person, on the telephone or by email; answering or referring all enquiries. To be the main point of contact for all enquiries in the first instance. Develop your knowledge in the core and the wider activities of ECFRS. Ability to communicate developments and changes within the service and the wider community.
2. To greet visitors to SHQ in a warm, friendly and professional manner. Ensure all visitors are processed in accordance with procedures to include maintaining a visitor's log. Signing 'in' and 'out', issuing security badges/key fobs, detailing and providing any assistance required. Compiling monthly and annual footfall statistics.
3. Responsible for Resource and Stores Co-ordination - To manage the stationery and consumables stocks at headquarters, internally order to replenish stock to adequate levels. Advising staff on best practice. To manage our lost property service, logging, storing and organising a retrieval system for both internal and external visitors. To present information on Notice Boards and ensure all information is current and up-to-date.

## Role Profile

4. Senior Fire Marshall - To take charge in the event of an emergency evacuation and co-ordinate the actions of all other staff during the emergency situation. Responsible for ensuring adequate fire marshals and deputy fire marshals are in place, correctly trained and equipped. To initiate fire marshal meetings and fire drills on a regular basis. Testing Procedures to perform weekly fire alarm testing. Ensure Evacuation Procedures are in place.
5. To provide emergency first aid at work to colleagues and visitors, completing record keeping in the Health and Safety First Aid Register and in line with current Health and Safety Legislation, ensuring incidents are entered in a timely manner on OSHENS. To act as a first response to our safe refuge communication system and emergency call system. To ensure these systems are tested regularly.
6. To facilitate the SHQ site induction to staff and visitors. Ensuring that key information, statutory procedures and processes are known. Provide Induction and training for new staff - To provide training of temporary or new staff to minimise disruption to the service. To provide an ad hoc evening, weekend or holiday reception service should the need arise
7. To manage Security for colleagues and visitors at SHQ which is a designated Critical National Infrastructure site. Responsible for the timely opening and closing at SHQ ensuring security is in place when Reception closes. Ensuring security processes are up to date and are adhered to by all service users. To liaise with external contractors regarding access and egress to SHQ and other sites. Providing security during working hours, screening visitor's vehicles, screening courier deliveries using your confidence to challenge people when necessary and the ability to use your initiative and make quick decisions. Manage the monitoring of entrance and exit barriers in line with along with using technical equipment like CCTV
8. To manage the pool car fleet at SHQ, ensuring cars and fuel cards are booked in and out according to procedure. All vehicle usage and faults are recorded. Maintaining records to include all usage. Assist in the access, usage and recording of SHQ Diesel Stocks.
9. Events Co-ordination Planning - To manage the overall room bookings system for the whole of ECFRS using Microsoft Outlook. To manage and co-ordinate room bookings and requirements (e.g. DDA assistance, catering, refreshments, room layouts, IT equipment and notifying the relevant departments). To manage the car parking on site ensuring we meet users needs (e.g. issuing parking permits, reserving parking spaces). Planning and assisting users in event co-ordination, assessing situations quickly and providing solutions, organising events to optimise our resources. Excellent record keeping and negotiating skills. To inspect meeting rooms, toilets and shower areas periodically throughout each working day ensuring these areas are kept hygienic, tidy, in a clean condition and replenish consumables. Ensure all other areas used by visitors and colleagues are presentable at all times.

## Role Profile

10. To provide excellent Despatch Services - To take overall responsibility for the internal and external mail ensuring it is recorded and distributed to the relevant departments. Prepare mail for collection by an external party. Safe Mail Handling Taking action for suspicious or tampered mail, e-mail and fax communications, implementing evacuation procedures swiftly. To maintain the franking machine, ensuring adequate credit is held, requesting funds and compiling month report on usage. Achieving best value for courier and postal services, requesting quotes and organising couriers for urgent and sensitive deliveries.
11. To support the operation of the electronic access system, allowing access to the property portfolio, ensuring Visitors fobs are accounted for. To process new starters and colleagues to ensure that security Identification cards are up-to-date, producing good quality imagery to upload and process in the production of the ID cards using specialist equipment and software.
12. Manage and update the Service Directory using advanced Microsoft Word and upload onto the ECFRS Intranet site monthly. To maintain records used and ensure that they are accurate and updated regularly, including reference information. To maintain and update Procedures manuals and Premises Information Folder. To be responsible for production of email, correspondence or other documents as required using appropriate databases and/or software packages. To attend to the Mailbox – Reception. Kelvedon Co-ordinate and manage periodic requirements such as supplier meetings, liaising with internal/external partners and processes and procedures
13. Reviewing Procedures and Business Development - Implementing new practices to ensure a seamless delivery of Front of House Services. To attend departmental meetings with a proactive and productive contribution, through the sharing of knowledge and contribute to formulation of departmental policy. To work flexibly and support the Facilities Assistance Team and the Property Services Department in cases of absence/sickness (e.g. action requirements for meetings, liaise with external maintenance contractors, carry out daily inspections of monitoring panels and supporting the Property Services Helpdesk.
14. Inspection and Hazardous Removal - Maintains an active awareness of the environment to promote safe and effective working.
15. Positively contribute to a safe work environment ensuring compliance with Health and Safety, Risk Management, Business Continuity and Safeguarding policy and procedure. Protect all personal information in adherence with the Data Protection Act 2018.
16. Any other duties commensurate with the responsibilities and grading of the post.