**JOB DESCRIPTION**

**Post:** Front Office Manager

**Department:** Commercial Services (RSMCS)

**Location** Based in central London

**Reporting to:** General Manager

**Hours:** Full time permanent. Average 40 hours per week onsite, including shift work, weekends and occasional nights if required

**Key Outcomes**

* Lead and motivate the front office and housekeeping teams to ensure excellent guest services and smooth day to day operations.
* Deliver activities to drive income, meet targets and maximise occupancy.
* Lead the Duty Management Team to remain complaint with key standards and legislation.
* Prepare weekly, monthly and quarterly financial reports, forecasts, reconciliation and budgets.

**Key Objectives**

Front Office Management

* Manage the Assistant Front Office Manager, front desk, housekeeping and night teams.
* Manage reservations, room allocations, group bookings and the check-in/check-out processes.
* Recruit, train, onboard and supervise team members, ensuring high performance and adherence to hotel standards, policies and procedures.
* Address guest enquiries, concerns, and complaints promptly and professionally.
* Ensure teams are attentive, friendly, helpful and courteous for a positive guest experience from arrival to departure.
* Schedule and co-ordinate staff and duty management rotas to ensure appropriate coverage.
* Conduct regular performance evaluations and annual appraisals and provide feedback and relevant training and development to staff.
* Work closely with RSM Charity and RSMCS departments (Club (bar and restaurant), event operations and venue sales) to co-ordinate guest requests.
* Prepare reports on front office operations and guest satisfaction.
* Cover reception shifts (day and night) as and when required.
* Lead on all VIP and special guest stays, experience and requests.
* Maintain effective communication with housekeeping and maintenance departments.
* Ensure all maintenance activities are scheduled with minimal disruption to services and revenue.

Financial and Stock Management:

* Ensure accurate guest and group billing and financial transactions.
* Contract all group bookings, ensuring deposits are pre-paid and previous accounts are cleared.
* Monitor occupancy rates, adjust pricing strategies and develop promotional packages to continuously drive income and occupancy.
* Prepare daily reports, including occupancy levels, house count, revenue, and guest feedback.
* Support the General Manager in compiling the annual budget based on past trends and forecast data.
* Oversee and charge for cancellations and no-shows, in line with company policy.
* Regular forecast, budget performance, competitor analysis and KPI data reporting for the General Manager and RSMCS Board.
* Create the invoice, credit ledgers, aged debt and revenue reports with accurate reconciliation with the RSM Finance team.
* Manage the payroll, linen and hotel supplies, stock take and requisitions.
* Consolidate guest profiles on PMS.

Duty Management

* Lead the Duty Management Team to remain complaint with key standards and legislation
* Regularly review, update and train the Duty Managers SOPs (standard operating procedures).
* Perform duty management shifts as required, including comprehensive handover before and after shift.
* Act as the primary point of contact for guest, visitor and staff issues during assigned shifts.
* Respond to emergency situations, always ensuring guest, visitor and staff safety.
* Ensure security protocols are maintained throughout the property.

Compliance

* Ensure Health and Safety standards are adhered to, always monitored and complied with.
* Manage front of house Food Safety compliance procedures alongside the Food & Beverage Manager.
* Regular Fire Safety procedure training for the hotel and club teams.
* Act as a key role in emergency situations when necessary.
* Review and amend departmental risk assessments and safety audits as required.
* Regular review and update of departmental SOPs.

Support all RSMCS managers and staff and undertake any reasonable requests as and when necessary at the request of your line manager or departmental head.

**Key relationships**

Internal: General Manager, Deputy General Manager, Assistant Front Office Manager, Night Duty Manager, Reception Day and Night teams, Housekeeping, Venue Sales Team, Club Operations, Event Operations, RSM Charity departments.

External: Members, hotel guests, suppliers, visitors and users of the Society’s conference and events venue (1 Wimpole Street).

**Person Specification**

* Substantial experience at supervisor or management level in a hotel environment with duty manager responsibilities.
* Current and relevant experience of reception work with industry recognised PMS such as Guestline or Rezlynx.
* Strong leadership and organisational skills with the ability to independently and confidently manage routine, challenging and unexpected situations.
* People management experience in recruitment, leading, supervising, mentoring, training, and developing staff.
* Excellent customer focussed, communication and problem-solving abilities.
* Strong time management and able to prioritise and identify key tasks.
* Ability to clearly and concisely communicate with teams on all levels, identifying the need to escalate issues, complaints or feedback when necessary.
* Competent in building strong professional relationships with team members, having a culture of trust, reliability and loyalty.
* Ability to work flexible hours, including evenings, nights, weekends, and bank holidays.
* Strong knowledge and ideally a certificate in health and safety regulations, first aid and fire marshal.
* Certification or higher in Hospitality/Tourism studies.
* Experience of preparing reports for senior managers, handling cash, financial reporting, credit control and forecasting procedures, and general administrative tasks relating to front office activities
* Personal liquor licence would be an advantage

The following competencies are essential: Leadership, professionalism, Customer Service, Calm under pressure, Teamwork, Efficiency and Flexibility/adaptability

The list of duties above is not to be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your position and you may be required to undertake such duties as may be reasonably required of you.

The post holder must always when conducting responsibilities and interacting with others:

* Uphold the RSM values. Specifically treating others with RESPECT, INVESTING in people to help them develop and grow, striving to continuously IMPROVE what we do by setting ourselves and others stretching objectives and measuring outcomes, LISTENING to colleagues, customers and COLLABORATING to achieve more new ideas, DELIVERING our intentions.
* Adhere to the Society’s Health and Safety regulations and ensure the safety of oneself and others engaged in the RSM premises and work by reporting hazards to a senior manager for address or taking actions (where possible) to remove safety hazards.
* Adhere to the Society’s GDPR regulations and only use data as required to undertake their role and handle it in an appropriate and confidential manner.
* Fully subscribe to the spirit of and adhere to the Society’s people policies the RSM’s Code of Conduct.
* Be well presented with formal business attire during client meetings, and when representing the venue offsite.

**Date created: March 2025**