

Job Description and Person Specification

JOB TITLE	Front Desk Operations Lead		
TEAM	Property Support Team		
REPORTS TO	Property Operations Manager	LOCATION	Office-Based - Methodist Church House, London
CONTRACT TYPE	Full-time/Permanent	GRADE	LG2

JOB PURPOSE AND OBJECTIVES

Based within the Connexional Property Support team and working with the Property Operations Manager, this role will provide supervision of and contribution to the Front Desk Operations at Methodist Church House.

The post holder will supervise the Front Desk Operations Administrators in ensuring the delivering of a professional, welcoming, and customer-focused front of house service for all visitors and building users, whether in person, by telephone, and email channels.

They will also oversee, and delegate a range of administrative, facilities and security support functions, working both independently or in collaboration with the Building and Facilities team to maintain a safe and comfortable environment at Methodist Church House.

As part of the wider Connexional team, the post holder will contribute to fostering a positive environment aligned with the mission and values of the Church, ensuring that the commitments to inclusion and the net-zero carbon strategy are embedded in all aspects of their work.

JOB DIMENSIONS

RESOURCES UNDER CONTROL

Direct reports	N/A
Resources	N/A

ROLE ACCOUNTABILITIES

1. **Front desk operations services:** supervise and contribute to the delivery of a professional and welcoming front of house service for all staff and visitors at Methodist Church House, ensuring full compliance data protection legislation and relevant regulations.
2. **Front desk administration services:** oversee and coordinate administrative support provided through front desk services. This includes mailing services, travel and accommodation bookings, courier services, recording cheques and donations, maintaining mailing lists/databases and general administrative tasks. Leading the administration support to the Building and Facilities team.
3. **Front desk facilities & housekeeping services:** work collaboratively with Building & Facilities colleagues to deliver facilities and housekeeping support. Supervise and coordinate internal and external room bookings, preparation and clearing meeting spaces, catering arrangements for meetings and other events and overall cleanliness and presentation of Methodist Church House, particularly the ground floor.
4. **Front desk health and safety and maintenance services:** coordination and collaboration with Building & Facilities colleagues, and lead on implementing the Fire Emergency Evacuation Plan and Health and Safety procedures. Liaise with contractors as required and support planned maintenance work.
5. **Front desk communications services:** oversee and support the Front Desk Operations Administrators in managing the Connexional Team switchboard and other occupants of the building; and monitoring the Methodist Church general enquiries mailbox. Ensuring all enquiries receive timely and professional assistance, that aligns with the values of the Connexional team and the wider Methodist Church.
6. **Ad-hoc Support Services:** co-ordinate support for Front Desk Operations colleagues in providing additional support to Connexional Team colleagues during peak periods in workload or in preparation for significant meetings or conference events.
7. **Any Other Duties:** Any other reasonable duties as requested by the Property Operations Manager, the Building and Facilities Manager or the Director of Property Support.

Person Specification

GRADE LEVEL 2

	Essential	Desirable	Assessment Method
Education and Training			
GCSE in English and Maths or equivalent work experience	X		A, Q
Higher education qualification in a relevant subject		X	A, Q
Proven Abilities, Knowledge and Skills			
Ability to undertake a broad range of administrative duties	X		A, I
Proven experience of working in a supervisory role with an administrative and customer-facing environment	X		A, I
Strong organisational skills, with the ability to manage a varied workload, coordinate activities, prioritise and delegate effectively.	X		A, I
Strong team working skills, including the ability to support, guide and motivate others	X		A, I
Ability to master a wide range of subject matter and understand the connections between different areas of work	X		I
Able to handle confidential information appropriately and with discretion	X		A, I
Ability and willingness to follow instructions and work in line with organisational procedures	X		A, I
Strong interpersonal skills, with the ability to build and maintain positive working relationships	X		A, I
Excellent oral and written communication skills, with high levels of accuracy and attention to detail	X		A, I
Ability to engage effectively with a wide range of people, in person and via phone/digital communication.	X		A, I
Proficient in Microsoft Office skills, including Outlook, Word, Excel and PowerPoint and other applications such as Microsoft 365, SharePoint, Teams and OneDrive.	X		A, I, W
Sound understanding of employer responsibilities under Health and Safety legislation.	X		A, I
Personal Qualities			
Demonstrates an understanding and is supportive of the work and mission of the Methodist Church	X		A, I
Awareness of and sensitivity to, issues of equality, diversity and inclusion and a commitment to the unique value of the individual in all aspects of the Church's life	X		A, I
Ability to prioritise workload effectively, even when under pressure and making informed decisions	X		A, I, W
Approachable, flexible and committed to delivering a high standard of customer service.	X		A, I

Professional and positive approach to work, with a commitment to ongoing professional development and self-improvement	X		A, I
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Method of Assessment: **A** – Application Form; **I** – Interview; **W** – Written exercise; **P** – Presentation; **G** – Group exercise; **Q** – Proof of qualification (e.g., certificates or transcripts)

Please note: We reserve the right to assess any other aspects of the role using a format not previously described.

TERMS AND CONDITIONS

Health and Safety:	The post holder will be required to adhere to the Health and Safety policy of the Methodist Church in Great Britain.
Equal Opportunities:	The post holder will be subject to the Methodist Church in Great Britain's Equal Opportunities policy
Physical Conditions:	Due to the specific nature of the role, it is only offered as full-time office-based at Methodist Church House, London
Remuneration:	£31,000.00 - £33,000.00 per annum
Working Hours:	<ul style="list-style-type: none"> • Standard working hours are 9:00 am to 5:00 pm, Monday to Friday, with a one-hour lunch break. • With line manager approval, standard working hours could be varied to suit specific one-off situations. • Some flexibility may be required due to the nature of the role, and to provide cover to colleagues in emergencies or planned leave. Overtime is not paid, but time off in lieu may be arranged.
Holiday Entitlement:	<ul style="list-style-type: none"> • 25 days per year (Years 1 – 4) • 28 days per year (Years 5 – 9) • 30 days per year (Years 10 onwards) • Plus, Bank Holidays and three additional days over the Christmas and New Year period.
Sick Pay:	Entitlement is in accordance with the employment terms set by the Methodist Church in Great Britain.
Pension:	Eligible lay employees will be automatically enrolled in the Methodist Church pension scheme. Employees who do not meet the auto-enrolment criteria may join the scheme, subject to specific conditions.
Probationary Period:	Appointments for lay employees are subject to a standard six-month probationary period.
Season Ticket Loan:	This benefit is available upon successful completion of the probationary period.