

Position	Front of House Manager
Location	Tsunami Axis office – London
Employment Period	Permanent (full-time)
Package	Salary depending on experience

Job Purpose

Tsunami Axis has a simple mission: to be the most professional service provider in the furniture industry. We are a growing company and looking for a motivated, calm and efficient person to join our business to support our reception and office administration.

You will act as the first point of contact for visitors and callers to Tsunami Axis and to undertake a range of other administrative tasks as identified by the Line Manager. You must be friendly, client-facing, strong communicator, well-organized and able to work well within a busy office environment.

Principle Accountabilities

- Managing main telephone switchboard and Reception area from 9am – 5.30pm.
- Ensure transferring telephone calls, taking brief messages and passing these on via the email system or connecting callers to staff members' direct line/voicemail.
- Review and update the staff contact and telephone extension lists as required.
- Greet and welcome visitors (offering drinks) to the showroom, ensuring they sign in the visitor's book and informing the relevant member of staff of their arrival.
- Monitor and ensure that the reception/showroom/kitchen area is kept tidy and projects a business-like image.
- Help maintain kitchen area and ensure dishwashers are regularly emptied.
- Ensure that the kitchen is well stocked with Milk, sugar, tea, coffee, fruit, kitchen supplies etc
- In the event of a fire and/or any other emergency requiring staff to leave the building, to be responsible for ensuring that the visitors removed from Reception and taken to the outside meeting point.
- Provide administrative and general support to the Showroom Manager and ensure compliance with Health & Safety Regulations.
- Process and deliver internal and external mail daily.
- Post office runs – managing outgoing post
- Report any telephone equipment and line faults to the Showroom Manager and IT support.
- Overseeing social media accounts

Key Competencies

- Relationship Building
- Information Seeking
- Team working and Co-operation
- Ability to keep sensitive information confidential
- Ability to prioritise tasks
- Attention to detail
- Operating in the best interests of the Company
- Commercial awareness

Knowledge, Skills, Qualifications & Experience:

- You must have 5 (GCSE A*-C,4-9) including English or equivalent
- Excellent verbal communication skills with a good telephone manner
- Excellent written skills
- Great interpersonal skills
- Computer literate (Microsoft office: Word, Excel)
- Ability to acquire other skills as necessary to support office and reception duties
- Ability to work on own initiative and take responsibility where necessary and to work as part of a team.
- Smart and business-like appearance
- Ability to work to a high standard (and while under pressure).
- Commitment to *Tsunami Axis*' aims and values

Note: this job description is not an exhaustive list of the responsibilities and activities that the job holder may be required to undertake.

How to Apply

Please feel free to email Emma Collier for further information. Alternatively, please forward your CV to e.collier@tsunami-axis.com

<http://www.tsunami-axis.co.uk>