

**The Rank Foundation
Front of House Officer
London Office**



Information Pack



Contents

Thank you for your interest in the post of **Front of House Officer, London** at the Rank Foundation. In this Information Pack, you will find the following documents:

- Letter to applicants from Sonia Talsi, Assistant Director of Operations
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The job description describes the main responsibilities of the post; the person specification relates directly to the job description and is a list of the skills and experience that we consider necessary for the post. Please read these documents carefully. The applicants who fit the person specification most closely will be shortlisted for interview so please make sure you tell us everything relevant to your application in your CV and covering letter.

The Rank Foundation is committed to a policy of equal opportunities, and we ensure that all applicants are treated fairly and equally.



Dear Applicant,

Thank you for your interest in the newly created role of Front of House Officer which is being offered as a job share.

The Rank Foundation is a philanthropic organisation and the charitable legacy of Joseph Arthur Rank (1888-1972). Our aim is to improve the lives of people and their communities, across the UK. We look to do this by encouraging and developing leadership and promoting enterprise and innovation. The Foundation operates a model of engaged philanthropy, combining intellectual, social and financial capital. Our experience suggests that by promoting stronger partnerships and concentrating funding, knowledge and expertise in a very focused way; The Foundation can maximise impact across the UK.

The Rank Foundation works with charities and social enterprises and fosters a culture that promotes innovation and enterprise and encourages leadership in the social sector. The Foundation takes a pro-active approach to identifying leaders and organisations through the work of a small, dedicated field executive team. In addition to grantmaking, the Rank Foundation is an operating foundation and creates and delivers its own flagship programmes including Valuing Place (in Hull, Dundee and Plymouth), the Time to Shine Leadership Programme, Leadership Award Holders and Education Programme, the Rank Fellowship, the Rank Aspire Programme and RankNet, the network for social sector leaders in the U.K.

2022 marks the 50th anniversary of giving of the legacy of Lord Rank, our founder, and at this significant time in our history it is also a time for reflection on the impact of his generosity that lives on through the work of the Rank Foundation. At the heart of our work is encouraging and developing leadership and promoting enterprise and innovation to improve the lives of people and their communities. We are focused in the way in which we target our grant making and we invest heavily in the relationships with all of those we support. Place based engagement and building partnerships and connections to enable people to flourish is at the centre of all that we do.

This is an exciting time to join us as we relocate to our newly refurbished London office in the heart of Shoreditch – the central hub from which all our exciting work stems. We are looking for a Front of House Officer who will support us in delivering our mission and operating the new Garden Walk building. The role will include general receptionist duties and assisting with the management of our facilities, including lettings, with a strong focus on service and high standards.

The post holder will also work on ad hoc projects with the various in-house teams, in addition to providing support to the Assistant Director of Operations.

I hope our Information Pack inspires you to pursue your application. If you want to know more about the role, please email recruitment@rankfoundation.com. For further information please visit our website at www.rankfoundation.com

If you feel you may require additional assistance during the recruitment process please do let us know.

I very much look forward to meeting you.

Sonia Talsi
Assistant Director of Operations

ROLE PROFILE – Front of House Officer, London

Job Title	Front of House Officer, London
Dimensions of Role	Job share and based in London (Monday to Friday) Role 1: 8.30am-1.30pm & Role 2: 12.30pm-5.30pm
Job Reports To	Assistant Director of Operations
Salary	£22,000 to £26,500 per annum pro rata
Business Unit/ Department	Operations
Purpose Statement	Front of House Officer role will carry out general receptionist duties and assist with the management of our new facilities including lettings with a strong focus on service and high standards.
Key Tasks	<ul style="list-style-type: none"> • Covering reception desk during day and ensuring cover is provided at all times, manage emails, greet visitors, book meeting rooms, deal with correspondence, as well as postal deliveries and collections. • Proactively ensuring the excellent upkeep of the office space, tidiness and general care to high standards; ensuring front of house areas are in immaculate condition. • Issuing and retrieving visitors passes, ID Cards and access fobs. • Maintaining key registers. • Carrying out office Health & Safety checks during the daily office walkthrough. • Coordinating and troubleshooting general facilities issues and requests, escalating as required to the Assistant Director of Operations. • Maintaining and ensuring completion of sign in and security documents • Assisting with setting up events that are held at the London office. • Ordering and setting up of catering for meetings as/when required. • Proactively carrying out a daily check of all the kitchens ensuring they are well stocked and place orders as necessary. • Co-ordinating weekly deliveries of Food & Beverage along with other catering supplies. • Ensuring photocopiers are fully stocked with paper, changing toner cartridges as and when required. • Arranging photocopier repairs as/ when necessary • Placing stationery orders and check that all stationary cupboards are fully stocked. • Assisting the Assistant Director of Operations with general admin tasks. • Supporting with other projects and activities as required. Occasional support may be required for evening or weekend lettings. • Ensuring weekly fire alarm testing is carried out. • Organising, maintaining, and developing storage systems.

Skills, Knowledge & Expertise	
Knowledge Qualifications & Experience	<ul style="list-style-type: none"> • A good working knowledge of all Microsoft packages to include Word, Excel and Outlook is essential together with excellent customer services skills and the ability to work on your own initiative. • Sound administrative and organisational skills, with the ability to prioritise workload to meet tight deadlines. • Previous receptionist and/or office operational experience desirable. • Knowledge and exposure to the social and charity sector desirable.
Essential Skills/ Abilities	<ul style="list-style-type: none"> • Professional with a high regard for confidentiality and discretion. • Team player, with a proactive and 'can-do' attitude and willing to support colleagues in a small staff team. • A multi-tasker who thrives in a fast-paced, high-pressure, frequently changing environment. • Strong sense of ownership - ensure that every request is professionally answered and followed through to completion. • Good knowledge of office facilities – with previous experience providing first line support. • First Aid and Fire Marshall training beneficial/ willingness to undertake required training. • Flexibility with ensuring that reception is covered at all times. • Contribution to marketing of co-working space and management of social media channels and website', or willingness to learn (desirable) • Excellent interpersonal skills and ability to work positively with a wide range of individuals • Ability to work independently, flexibly, and to tight deadlines • Self-motivated, with strong customer service skills • Ability to use initiative and anticipate requirements • Excellent organisational abilities • Excellent written and verbal communication skills and ability to communicate with confidence, tact and clarity with a range of individuals and groups in a variety of settings, including phone, video call, face to face, groups and email. <p>Please note that the list of tasks and responsibilities is not exhaustive. The Rank Foundation can request the post holder to carry out additional duties or responsibilities, which fall reasonably within the ambit of the job description, or in accordance with operational requirements.</p>

The Rank Foundation has developed a number of leadership behaviours, aligned to our values, that we require all colleagues to work towards.

The Rank Foundation's Key Leadership Behaviours		
Heading	What do we mean	Leaders of Self
Team Work	Promote an environment with a strong mission focus, a sense of unity, common purpose and mutual support.	<ul style="list-style-type: none"> • Seek help from others when needed • Offer help and support when capacity / demand allows • Adopt a 'can do' attitude with regards to organisational need: what needs to be done and can I help?
Stronger Together	Create and sustain an open, collaborative environment, harnessing the collective strength of the foundation to achieve as much as we can: raise the bar and reach new heights.	<ul style="list-style-type: none"> • Adapt my behaviour to be more effective with different people? • Think: how can I help to improve what I do and how I do it? • Contribute ideas, thoughts and suggestions on positive improvements • Be sensitive to the needs of others
Be Professional	The Rank Foundation should strive to act as thoroughly professional in all aspects of what we do: internally and externally.	<ul style="list-style-type: none"> • Be mindful of the welfare issues and needs of others • Take responsibility for your work, ensuring attention to detail • Be consistent, be punctual, be timely
Leadership & Enterprise	Be mindful of Rank's current strategy in all that we do.	<ul style="list-style-type: none"> • Can I take a more leading role in developing my work in support of the foundation? • How can we improve what we do and how we support our organisations?
Distinctive & Transparent	Recognise and value Rank's distinctive approach, to share our experiences, successes, and challenges in an open and productive way	<ul style="list-style-type: none"> • Be open and honest with colleagues and those we support • Communicate clearly: with care and consistency.
Proud of our past, focused on the future	Value the strong family ethos that has shaped our past but remain firmly focused on current and future challenges, adapting to meet the changing needs of society, proud of what we do and how we do it.	<ul style="list-style-type: none"> • Be flexible. Recognise and value the fact that 'needs' change and embrace the opportunities this presents • Be dynamic. Challenge convention: try to think differently about what you do and how you do it. • Be professional: maintain the highest of standards
Demonstrate our social ethos & seek to add value through knowledge & networks	Learn and Share. Communicate better, within the organisation and beyond. Seek to harness the power of a growing network: to enrich, enable and inspire. Demonstrate our passion and	<ul style="list-style-type: none"> • What aspects of my work could help or assist with RankNet? • How can I contribute by adding value to our work?

	authenticity with regard to key and relevant social issues.	<ul style="list-style-type: none"> • Can I do more to better understand our work and our role in supporting organisations to fulfil their mission.
Seeks to increase impact through our engaged approach	Value partnerships and collaboration. Practice what we preach, both internally and externally. Help to develop our 'engaged approach'. Ask the question: does this add value to our work? If so, how? If not, why not?	<ul style="list-style-type: none"> • Do I understand my role in the wider organisational plan? If not, seek clarity or further guidance. • Keep my colleagues informed as to progress on key issues, projects, or concerns as they arise.
Be yourself – maximise your contribution	Understand and value your role in the organisation: how can you contribute to mission success with your individual passion, knowledge and commitment? How can we help you to do this better?	<ul style="list-style-type: none"> • What do I need to do to improve my performance? • What do I need to be more effective in my current post? • What can I do more to help Rank achieve its mission?



How to apply and recruitment timetable

If you would like to apply, please send your **CV together with a supporting statement no longer than 2 sides of A4** that clearly demonstrates how you meet the knowledge, skills, and experience requirements of the role to **recruitment@rankfoundation.com**. Please specify which role you are applying for.

The important dates for you to note in the recruitment timetable are highlighted below for your diary.

Closing date for applications: 5pm on **4th January 2023**

Interviews: In-person, **11th January 2023**

May we take this opportunity to thank you for your interest in the Rank Foundation and for your time in considering applying to work with us.