

Job Description & Person Specification

Job title:	Operations and Front of House Coordinator
Reports to:	Central Services Manager
Responsible for:	Up to 15 student staff
Working hours:	35 hours per week (1 FTE)
Salary band:	3
Salary:	£31,883.05
Location:	This role will be based across six UAL central London campuses, mainly at High Holborn, Stratford, King's Cross, or Elephant and Castle (including moving between campuses). Person is expected to work from campus 4 days a week.
Last reviewed:	13/11/2025

JOB PURPOSE

- To provide operational support and administration (such as rotas, team briefings, coordinating IT and Estates tickets) to deliver a professional and reliable Front of House service in the SU's offices, including opening and closing checklists (ensuring amenities and supplies are ready, such as coffee machine status and consumables), incident logging, and following up on tickets within agreed timeframes.
- To assist the Central Services Manager with SU office operations across campuses (travel between sites required), ensuring Health and Safety (H&S) processes are followed through daily checks, incident and accident logging, and timely escalation.

- To maintain the SU's digital spaces (room calendars, digital signage, and retail website), ensuring that information is accurate and up to date.
- To assist the Central Services Manager, Senior Leadership Team (SLT) and wider team with managing checklists, meeting logistics, compiling reports, and handling confidential data (GDPR-aware).
- To provide support for the SU's retail and merchandise operations, including organising and running pop-ups (such as Welcome and college-specific), Point of Sales (POS) operation, stock counts, basic visual merchandising, and supplier liaison.

KEY RESPONSIBILITIES

1. Ensure the Students' Union Front of House provides a professional, consistently high standard of service primarily to students, as well as SU and University colleagues, and external organisations. This includes being accountable for daily service standards, maintaining accurate information, and promptly escalating operational issues and safeguarding concerns through agreed-upon routes.
2. Handle straightforward service issues at first contact (e.g., room access and bookings), triaging enquiries and signposting to the right channel, providing a helpful resolution where possible and escalating via the agreed routes when required.
3. Support the recruitment, training, and coordination of student staff for the Front of House service, including leading on-shift briefings, one-to-ones, coaching on desk standards, and coordinating rotas and shift cover.
4. Support the maintenance and Health and Safety of SU offices and digital systems by coordinating Estates/IT/Security and keeping accurate daily and weekly check logs and risk/hazard records (ensuring issues are raised, tracked, and closed - not undertaking repairs).
5. Provide operational and administrative support to the Central Services

Manager with the SU's retail operations by updating the retail website, coordinating stock management with the Front of House team (replenishment and stock counts), and planning and running pop-up shops across campuses and at peak periods (e.g., Welcome and Graduation).

6. Provide some aspects of administrative support for the Senior Leadership Team, together with general administrative and operational support for the Central Services Manager
7. Attend SU and UAL meetings (such as the termly Health & Safety Committee and campus-specific user groups) as directed by the line manager, taking notes, capturing actions, and following up until they are complete.
8. Support the Central Services Manager with research, purchasing, and sourcing (e.g., office supplies, tea and coffee, retail merchandise, IT equipment) using approved suppliers and platforms, ensuring all purchases comply with the SU's Ethical Partnerships Policy and are delivered in an environmentally responsible manner.
9. Support with managing expenses and the monthly corporate card reconciliations, ensuring receipts are submitted and coded by the deadline.
10. To build and sustain positive relationships with University teams (such as Facilities, Security, IT Service Desk, Estates, Events, and Cleaning) through effective communication and agreed-upon escalation routes, resolving issues promptly and ensuring spaces remain available for users.
11. Maintain confidentiality and discreet handling of sensitive information (GDPR-aware) and apply our safeguarding protocols as required.
12. Support key areas of work and forward-planned events and meetings (E.g. Welcome, Elections, Graduation) by coordinating Front of House logistics, providing cross-team support, and managing organisational and external deadlines.

General Duties:

In addition, all staff have the following general duties in their job descriptions:

- To deliver and develop targets outlined in the Union's strategic plan.

- To contribute and assist in the Union's planning processes and the review of its performance and systems.
- Contribute to the positive and professional image of the Union and not act in such a manner as to bring the Union into disrepute.
- To always observe and uphold the requirements of the Union Constitution and act in accordance with policies, including equality of opportunity.
- To undertake your own administrative duties.
- Undertake any other duties appropriate for the grade and responsibilities of the post that may from time to time be reasonably requested.
- To take ownership of their Induction, Personal Development, their role within Departmental Meetings, and be responsible for carrying out duties with full regard to the rules, policies, procedures and conditions of service contained in the Staff Handbook, and within Departments of the Students' Union.
- A condition of employment is that all staff are expected to assist in key events throughout the year, e.g., Fresher's and Welcome Festivals, and any other significant events, including elections, as necessary. Staff are expected to portray a positive image, both internally and externally, of the Students' Union by displaying high standards of service, integrity, punctuality, politeness and professionalism.
- Where you are required to work with volunteers, you must support and manage them appropriately in line with the Students' Union volunteer policy
- Environmental consideration and environmental best practice is the responsibility of all Students' Union staff
- Any other tasks that would be deemed suitable within this role as directed by line manager

Person Specification

CRITERIA	COMPETENCY	Assessment Type: Application (A), Interview (I), Task/Presentation (T/P)
1. Knowledge		
1.1 Experience in a Front of House / reception / customer-facing role (hotel, gym, coworking, venue) or student-facing role	Job related knowledge	A/I
1.2 Front of House operations basics (daily checks, ticket management, service standards)	Job related knowledge	A
1.3 Basic knowledge of Health and Safety regulations (hazard spotting, logging incident/accidents, and near-miss reporting)	Job related knowledge	A
1.4 Basic knowledge of data protection regulations and confidentiality	Job related knowledge	A
1.5 Understanding of service KPIs and SLA concepts	Job related knowledge	A
1.6 Working knowledge of Microsoft 365 and a confident user of operations systems (such as booking platforms and POS)	Job related knowledge	A
2. Skills		
2.1 Excellent customer service skills and able to project a courteous, confident, discreet, professional, and helpful attitude towards customers (students) and others	Customer service skills	A/I
2.2 Front-of-house coordination (rotas/shifts and handovers)	Technical skills	A
2.3 Excellent communication skills	Communication skills	A/I
2.4 Well organised, ability to maintain accurate and detailed records with excellent attention to detail	Technical skills	A/I
2.5 Ability to see the bigger picture and make suggestions for process improvement	Critical thinking skills	A/I
3. Behaviours		
3.1 Ability to work independently, as well as part of a team and with multiple stakeholders	Adaptability	A/I
3.2 Ability to adapt to a quickly changing environment with competing priorities	Adaptability	A/I

3.3 Flexible, quick thinking, with excellent initiative	Proactivity	A/I
3.4 Team coaching and continuous improvement mindset		A/I
3.5 Desire to work in a progressive organisation and understanding of EDI and its relevance to students' experience	Equality, diversity, and Inclusivity	A/I