

## **FRONT OF HOUSE ASSISTANT (WEST SIDE)**

**Reports to:** FOH Manager

**Location:** The Truman Brewery, 19 Hanbury Street, E1 6QR

**Contract Type:** Full-Time, 45 hours per week (including 2 weekends per month)

Are you a people-person with a passion for delivering exceptional service in a vibrant and fast-paced environment? The Truman Brewery is looking for an enthusiastic and proactive **Front of House Assistant** to be the welcoming face of our west side reception area. This role is more than just managing a desk—it's about creating a seamless and professional experience for visitors, clients, and internal teams alike.

As part of our dynamic team, you'll not only handle front desk duties but also play a key role in supporting our exciting Events team, assisting with administrative tasks, coordinating site visits, and ensuring the smooth day-to-day running of the site. If you thrive in a lively atmosphere, enjoy meeting new people, and love being at the heart of the action, this role is perfect for you!

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### **Key Responsibilities:**

- Be the first point of contact for visitors, clients, and contractors, providing a warm and professional welcome.
- Oversee the reception area, ensuring it remains organised, inviting, and fully stocked with relevant materials.
- Handle incoming calls and emails, directing inquiries efficiently and professionally.
- Work closely with the Events team, assisting with administrative tasks, coordinating site visits, and supporting event logistics.
- Manage visitor sign-in, security procedures, and ensure accurate records are maintained.
- Respond to general queries, offering accurate information about the site and its services.
- Liaise with cleaning and maintenance teams to uphold the highest standards in public areas.
- Handle deliveries and manage incoming/outgoing mail for the site.
- Maintain and update databases of clients, suppliers, and visitors.
- Provide ad-hoc support to various internal teams when required.

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### **What We're Looking For:**

- A friendly and professional personality with excellent customer service skills.
  - Strong organisational abilities and an eye for detail.
  - Proficiency in Microsoft Office (Word, Excel, Outlook) and ability to pick up new systems quickly.
  - Previous front-of-house, reception, or customer-facing experience (preferably in events, hospitality, or office environments).
  - Excellent verbal and written communication skills.
  - Ability to multi-task, stay calm under pressure, and adapt to a fast-paced environment.
  - A team player with a positive, can-do attitude, who can also work independently when needed.
  - Proactive, reliable, and self-motivated.
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**General Information:**

This **full-time role** is ideal for someone looking to gain hands-on experience in a vibrant, creative, and event-driven setting. You'll work 45 hours per week, 9 hours per day, with shifts covering two weekends per month, alongside weekday shifts.

- **Competitive holiday allowance:** 28 days (including 8 bank holidays). Holidays should be taken 5 days per quarter unless agreed otherwise. Holiday entitlement begins after your first 3 months.
- **Opportunities to be involved in exciting events and creative projects.**
- **A buzzing work environment** in one of London's most iconic cultural and event spaces.
- **A six-month probation period**, with opportunities for development and growth.

If you're ready to bring your energy, organisational skills, and passion for great customer experiences to our team, we'd love to hear from you!

**To Apply:**

Please send an up-to-date CV and covering letter to [events@trumanbrewery.com](mailto:events@trumanbrewery.com).