

FRONT OF HOUSE ASSISTANT (WEST SIDE)

Role: Front of House Assistant (Full Time)

Reports into: FOH Manager

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

Contract Type: Full Time, 45 hours per week, including weekend and evening flexibility

The Truman Brewery is seeking a dedicated and proactive **Front of House Assistant** to manage the reception area on the west side of our site. This key role ensures a welcoming environment for all visitors and provides essential support to internal teams and clients. As the first point of contact for the site, you will play a pivotal role in delivering excellent customer service and managing the daily operations of the Front of House.

Candidates should be personable, highly organised, and efficient, with the ability to handle a variety of tasks in a fast-paced environment. Excellent communication skills and a professional demeanour are essential. Previous experience in a customer service or reception role is preferred, along with the ability to multi-task and remain calm under pressure.

Responsibilities:

- Greet and welcome visitors, clients, and contractors, ensuring a positive first impression.
- Manage the reception area, ensuring it is tidy and presentable at all times.
- Handle incoming calls and emails, directing them to the appropriate departments.
- Provide administrative support to various teams as required.
- Manage visitor sign-in and security protocols, ensuring accurate records are maintained.
- Assist with general enquiries and provide accurate information about the site and services.
- Coordinate with cleaning and maintenance teams to ensure the upkeep of public areas.
- Handle deliveries and manage incoming/outgoing mail for the site.
- Maintain and update the database of clients, suppliers, and visitors.
- Support ad-hoc administrative tasks and projects as needed.

Skills, Knowledge, and Experience:

- **Excellent customer service skills** with a friendly and professional approach.
- **Strong organisational abilities** and attention to detail.
- **Intermediate knowledge of Microsoft Office**, including Word, Excel, and Outlook.
- **Previous front-of-house or reception experience** preferred, especially in office or corporate settings.
- **Excellent verbal and written communication skills.**
- Ability to **multi-task and work under pressure** in a fast-paced environment.
- **Team player** with a positive attitude, but able to work independently when required.
- Proactive, reliable, and self-motivated.

General Information:

This is a full-time, entry-level to mid-level position. You will be contracted to work 45 hours per week, typically 9 hours per day. The standard work schedule is Monday to Friday, 9am-6pm, with the requirement to work one weekend day out of the 5 days minimum once a month. Flexibility to work additional weekends and evenings may be required as needed. The role includes a 6-month probation period. We offer **28 days of paid holiday** (including 8 bank holidays). The remaining holidays should be used 5 days per quarter unless agreed otherwise. Holiday entitlement begins after your first 3 months of employment.

Please send an up-to-date CV and covering letter to events@trumanbrewery.com.