

JOB DESCRIPTION

Job Title	Front of House Manager Customer Experience		
Reports to	Head of Customer Experience		
Department	Estates and Campus Services		
Job Family	Business Services	Level	4

About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

About the Department

Estates and Campus Services has responsibility for the logistical operations management and service delivery to the School of space planning and management; catering; hotel contracts; cleaning; portage; post, The shop@LBS, Reception, fitness centre and security.

The Space Planning and Management Team work with various stakeholders across the School. They aim to provide a one-stop shop for all programmes, functions, events and meetings ensuring best use of space and delivery of a co-ordinated service. They facilitate the scheduling and booking of teaching space and seminar rooms as well as managing individual meeting room requests.

Catering is provided by Lexington, who supply various outlets on campus (Nash Lounge, The Bite, Dining Room and Park Restaurant) as well as dealing with the catering requirements for individual meetings or courses.

Job Purpose

Reporting to the Head of Customer Experience, the role is responsible for ensuring consistent delivery of a World Class experience to a myriad of stakeholders at a leading Global Business School across multiple sites. The role is accountable for:

- Identifying, championing and assessing business and customer needs and presenting effective strategies and solutions to promote continuous improvement.
- Proactively developing our front of house proposition, driving quality and customer service in order to exceed customer expectations
- Setting expectations, standards and metrics of service delivery through strategic problem solving, working with the Head of Customer Experience and relevant stakeholders.

In this context you will manage a team of Customer Experience Managers who are responsible for building effective relationships with the relevant stakeholders to understand their business needs and ensure services and initiatives accurately reflect these. Through your team you will ensure a positive, collaborative and effective service is delivered that commands the confidence and respect of its users. You will:

- Ensure Customer Experience Managers deliver a five star customer experience across the School.
- Provide duty cover to support with annual leave, sickness and major events as needed.
- Ensure Customer Experience Managers act as the first point of contact for stakeholders and the wider School Community for all service issues, and work quickly to resolve them.
- Act as part of the escalation path for Customer Experience Managers for major incidents in accordance with the major incident plan. Work with Customer Experience Managers to ensure appropriate health and safety procedures are in place, and enforcing good practice throughout the team.
- Co-ordinate the Customer Experience Managers to work with stakeholders to drive up the quality and customer service to exceed customer and client expectations.
- Design appropriate presentations, signage and information to incoming students/ participants regarding the Customer Experience at London Business School
- Meet and greet the School Community upon arrival.
- Act as support to the Head of Customer Experience when needed

The Front of House Manager, Customer Experience is a highly visible and front facing position managing and coordinating the Customer Service Managers to achieve a high level of engagement and interaction with the School community and deep understanding of business needs.

The role would suit an experienced Front of House Manager looking for an exciting new challenge. It will require strong process management, while being agile enough to react quickly to the full range of customer needs. The role will co-ordinate the work of the Customer Experience Managers to ensure they role model Customer Service Culture, resolve problems autonomously and add significant value to the Customer Experience Team.

Key areas of accountability:

Strategy and Planning

- Contribute to the development of strategy for the area, ensuring that plans are aligned to wider departmental strategy and overall School goals.
- Ensuring customer views are fed into operational plans, manage operational plans for your area, prioritising and aligning planned activities.
- Ensure Key Performance indicators are met, and feed into the annual planning cycle to ensure they're fit for purpose and measure success.

Partnering and Service Delivery

- Partner with relevant area to understand their business goals, sharing expertise and information to support effective decision-making.
- Use specialist knowledge and information to diagnose and resolve technical issues within agreed parameters, escalating the most complex where appropriate.
- Manage the delivery of activities within a specialist area, in line with relevant policies and procedures, to ensure performance meets set targets/key performance indicators to support the School in the delivery of a first-class service.

Analysis and Reporting

- Process data and apply technical knowledge when conducting root cause analysis to identify solutions to complex issues/unique requests from students, colleagues or stakeholders from across the School.
- Extract data from multiple sources, check its integrity and produce reports for use by management.
- Liaise across the team to prepare complex reports to inform review, planning and decision-making.

Compliance

- Provide advice to colleagues and stakeholders on the interpretation of policies and procedures for an area of specialism, and support monitoring, to ensure compliance across the School.

Supplier/Contractor Management

- Monitor the quality of work delivered by third-party suppliers and agencies against service level agreements to ensure it is to the required standard, and provide feedback on performance to management. Take action as necessary based on feedback and escalate issue resolution when required.

Collaboration

- Partner, and build strong relationships with relevant areas to ensure good understanding of their business goals and that advice/service delivered meets and exceeds their needs.

- Develop and enhance relationships with stakeholders across the School to facilitate improved communication, support implementation of change programmes, and to monitor the level of satisfaction with service delivery.
- Represent the team to colleagues, stakeholders and cross-School groups, enabling cross-department working, spotting and initiating opportunities to collaborate for best business solutions.

Project Management

- Lead on the delivery of a portfolio of projects in own area of specialism, or act as an expert resource to or manage a work stream in a large/complex project, managing external suppliers/ contractors to ensure successful delivery within budget and to quality standards and targets.

Financial Management

- May oversee the co-ordination of financial planning and reporting, providing guidance as required to support colleagues to fulfil financial management responsibilities.
- May carry responsibility for a specific budget, fulfilling financial management requirements and ensuring the effective use of financial resources within budget.

Process Improvement

- Research best practice in own area of expertise, and review and analyse detailed business models to support senior management in developing and improving policies, processes and systems relevant to a specialist area.

People Management

- Lead a team of Customer Experience Managers ensuring standards are met and exceeded, and the team is supported to deliver first class customer service every time.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, and consider the impact of change on all processes, systems and people to ensure appropriate steps are taken for successful implementation.
- Consult with and advise the business on change programmes and initiatives,
- influencing stakeholders so they become advocates for the change and support its successful implementation.

KPIs:

- Delivery of high-quality customer service with high levels of customer satisfaction
- Fast and effective complaint resolution
- Production of high-quality reports, with complex analysis to support management decision-making.
- Contribution to cross-School compliance with regulations and legislation.
- High-quality work delivered by third-party contractors and agencies.
- Projects delivered on time, on budget and to quality standards.
- Strong cross-team working relationships with key stakeholders.
- Positive feedback from students, colleagues and stakeholders.

- Improvements in commercial performance for the team or department.
- Contribution to the development of customer service policies, processes and systems.

Knowledge/Qualifications/Skills/Experience required

- Relevant experience as a Front of House Manager or Team Leader in a busy customer service environment.
- Excellent communication skills with the ability to engage a variety of audiences.
- Significant experience of Microsoft and other office technology platforms.
- Sound working knowledge of policies, regulations and legislation in area of specialism.
- Excellent analytical and problem solving skills.
- Ability to manage multiple internal and external stakeholders.
- Ability to prioritise and focus on material issues.
- In depth knowledge of customer service.
- Experience in effectively managing external suppliers/contractors.
- Financial management awareness and commercial acumen.

Resources including team management

- Responsible for managing four Customer Experience Managers on a four day shift pattern between 7am to 7pm seven days a week.
- Reporting to the Head of Customer Experience

Staff

Budgets	N/A
Date Updated	27 February 2024