

Job Description:

Role: Front of House Manager
Reporting: General Manager
Location: Abu Dhabi, UAE
Start Date: September 2019
Package: As Offer Letter

Trivandi is a global leader in the delivery and operation of major events and venue operations. Our track record includes delivering over 55 contracts across 21 countries since our launch in 2013.

Our clients cover event and venue projects including: Olympic Games, Super Bowl, Commonwealth Games, FIFA World Cup, Expo2020 Dubai, the Special Olympics World Games and the Tour de France, as well as developing venues and attractions for the Eden Project, QPR FC, Twickenham (RFU), Urban Adventure, Brentford FC and the London Olympic Park.

We are an ambitious company which draws on the combined skills of our people, all of whom have extensive track records in international event, venue and attraction development, management and delivery. Our recently opened office in Dubai is looking to expand the team delivering for a number of clients across the UAE and GCC countries.

We are looking for a Front of House Manager to lead the visitor hosting activities at a high-profile prestigious client venue in Abu Dhabi, UAE. The successful candidate will oversee the contract deliverables working at the client premises. You will act as a work stream manager as part of the leadership team, reporting to the contract General Manager.

What are we looking for?

We are searching for a highly motivated, driven and dynamic individual who is passionate about developing their teams to deliver world class customer service. You will be experienced in leading large teams in Front of House customer facing roles developing and delivering training, SOPs and monitoring and maintaining SLAs and KPIs. You will be keen to develop the people in your charge helping Trivandi develop as a world class business and provide first-class service to our client.

If you are this person, then please write to us and tell us why, with a copy of your CV. An application letter and CV should be submitted to recruitment@trivandi.com by 25th July 2019. Please note the evaluation for shortlisting will be made based on the letter and CV.

Candidates should be available for interview throughout July

The position starts in September 2019.

The Application Process

There will be a 3-part interview process:

1. Skype/Telephone interview with a member of our team
2. 45-minute interview with an Executive Director (including a presentation)
3. 30-minute face to face interview with a second Executive Director

The Application Letter

Please set out clearly and concisely in the application letter the following attributes and examples:

- Experience in managing customer facing teams and where possible please include references to any specific attraction and/or venue experience.
- Experience of developing, monitoring and reporting on Service Levels and Key Performance Indicators.
- Examples of where you've taken the initiative and been resourceful in managing customer issues and developing service levels.
- Examples of courses undertaken particularly where they relate to customer service, which demonstrate a commitment to your own personal development and that of your teams.
- Your understanding of the importance of innovation and technology in the delivery of customer facing services.

Job Description - Front of House Manager

Working as part of a small team of interdependent work stream managers you will oversee the hosting operations for a high-profile and prestigious attraction. Your responsibilities will include delivering pre-determined contracted services, measuring and monitoring Service Level Agreements and Key Performance Indicators.

The successful candidate will be responsible for managing a large team of customer services agents and overseeing a small team of shift supervisors. You will have direct input into staffing and recruitment, and be responsible for rostering, training and development, front of house operations and integrating with associated work streams.

In addition to strong customer service grounding, the chosen candidate will also be expected to work collaboratively with other work stream managers to deliver a seamless customer experience. Developing service level measurements and reporting to meet contract requirements.

The successful candidate will be responsible for taking ownership of the day to day administration of the visitor hosting work stream, team coordination, client relationship management as well as reporting progress internally and to the client.

Personal Skills, Qualifications and Experience:

The key knowledge, experience and qualifications we are looking for include: Qualified to at least degree level.

- Minimum of 5 years post-graduate experience Customer service roles at manager level.
- Experience of managing teams of customer service agents.
- Experience of working on, venues and/or heritage/cultural attractions an advantage.
- Experienced in the delivery of training programs, risk & issues tracking, change control, SLAs, KPIs and reporting etc.
- Proficient in the use of IT and Microsoft programs, including, Word, Excel, PowerPoint applications.

The key competencies and behaviors we are looking for include:

- Ability to manage large teams.
- Able to use initiative and take ownership and responsibility.
- Demonstrate leadership and supportive behaviors.
- A quick learner and strategic thinker.
- Excellent relationship builder with ability to interact with internal and external clients, stakeholder groups and the public.
- First-rate communicator and presenter both written and verbal.
- Languages: English, Arabic, French, Russian, Mandarin would be advantageous
- A good understanding of the customer journey and associated touch points.
- Experience of the event, cultural/heritage attraction sectors would be an advantage.
- Attention to detail and high level of accuracy.
- Able to prioritise in a dynamic environment, handling multiple tasks and deadlines.
- Highly proactive and self-starting.
- Strong numeric and financial capabilities.
- Sets high standards and gets the job done.
- Self-motivated and resourceful.
- Loyal and displays the highest levels of integrity and commitment.
- Flexible and adaptable in a dynamic environment.
- Assertive and confident.
- Supportive and reliable team leader prepared to demonstrate exemplary behaviours.
- Open, friendly and approachable.
- People focused and respectful of others.

If you are successful in this application, we will invest in you and support you to be successful which will open up a world of opportunities.

Good luck and best wishes,

James and Nick



British Expertise International Awards:
International SME Business of the Year 2018 and 2019