

Head Receptionist

Location: Westminster

Salary: £36,000 plus overtime

Hours: Full-Time - 36.25 per week Mon-Fri - There will be a requirement to work occasional additional hours for the proper performance of the role.

One Great George Street is a prestigious, Grade II listed venue nestled in the heart of Westminster, London. This stunning Edwardian building, known for its iconic four-domed architecture, offers exceptional facilities for conferences, meetings, gala dinners, receptions, and weddings. It also serves as the headquarters of the Institution of Civil Engineers — a globally respected body dedicated to promoting innovation, knowledge exchange, and excellence in civil engineering.

The Role:

We are looking for an experienced and customer-focused Head Receptionist to lead the day-to-day operations of our Reception Department. This is an exciting opportunity for a hospitality or front-of-house professional who thrives on delivering exceptional visitor experiences while leading a small team in a prestigious and fast-paced environment. Reporting to the Head of House Services, you will also be responsible for managing the Receptionist and Door Person teams. You'll be a proactive and approachable leader who enjoys creating positive experiences for visitors and colleagues alike. You'll take pride in maintaining high standards, supporting your team, and ensuring that reception operations run smoothly every day.

Key Responsibilities:

- Lead the daily operation of the Reception Department and ensure a seamless front-of-house service.
- Manage and support the Receptionist and Door Person, including performance management and development.
- Ensure all visitors receive a warm, professional, and memorable welcome.
- Maintain appropriate reception and cloakroom cover, ensuring service levels meet business needs.
- Oversee digital signage and visitor information systems to ensure accuracy at all times.
- Liaise closely with internal teams including Building Services, Sales, Events, and Security.
- Manage reception processes, handovers, diary actions, and telephone enquiries efficiently.
- Monitor reception supplies and stock levels, ensuring cost-effective purchasing.
- Support workforce planning, including holiday cover, rotas, and overtime management.
- Champion service excellence and continuous improvement across the reception function.
- Deputise for the Head of House Services when required.



About You:

- Previous experience in a Reception, Front of House, or Guest Services role.
- Experience supervising or line managing a small team.
- Exceptional customer service and communication skills.
- Professional and confident telephone manner.
- Strong organisational skills and attention to detail.
- Ability to work calmly and effectively under pressure.
- Experience working to deadlines and managing competing priorities.
- Good Microsoft 365 skills, including Outlook, Word, Excel, and Teams.
- Excellent written and spoken English.
- Experience using telecoms or visitor management systems would be advantageous.

Qualifications:

- Good level of education (GCSE or equivalent).

ICE Group Benefits:

- 25 days annual leave plus Bank Holidays
- Shutdown over Christmas period
- Annual £100 allowance towards your well-being
- Discounted hot food from on-site Café bar.
- Up to eight per cent of salary contributed to a personal pension scheme.
- 24-hour employee support line
- Death in service benefit equivalent to one year's salary
- Interest free season ticket loan
- Cycle to work scheme.
- Big Gym membership savings with the Gymflex scheme
- Your Rewards discount scheme

ICE Group is an equal opportunities employer and are committed to ensuring an inclusive recruitment process. We welcome applications from disabled candidates and will provide reasonable adjustments throughout the recruitment process. If you need support or an alternative format, please contact us at people.team@ice.org.uk

General Data Protection Regulations (GDPR) 2018

The data collected via this application process will only be used by the ICE Group for the purpose of recruitment and for the performance of an employment contract if a job offer is made. This data will not be disclosed to any external sources without express consent unless required to do so by law. Unsuccessful applicants' data, both electronic and paper will be deleted/shredded six months from date of application. For any questions or concerns about your personal data, please get in touch with our Data Protection Officer at the details provided below: at Email: dataprotection@ice.org.uk

Applicants have the right to complain to the ICO at <http://ico.org.uk/> if they have a concern with the way ICE is handling their data



