

KINGSLEY NAPLEY

Job Description

Title:	First Impression Team Leader
Hours:	9:30am to 5:30pm core business hours. The First Impressions team work on a rota basis to ensure the hours of 08:00 to 19:00 are covered.
Working week:	Monday to Friday
Responsible to:	Head of Facilities
Purpose of job:	<p>The First Impression Team Leader is responsible for leading a team of four First Impression Assistants with the day-to-day running of a professional and effective front of house and hospitality service to internal and external clients and visitors of the firm.</p> <p>You will be the first point of contact and will provide excellent customer service to those working in and visiting the Kingsley Napley offices. You will be clear, responsible, professional and engaging in your approach; ensuring the team is proactively working together and demonstrating excellent attention to detail to their work and conduct.</p>

Management/ Leadership duties:

- Lead and schedule the Reception team; prepare weekly rotas, allocating desks and tasks, and rotating responsibilities to build skills across the team.
- Hold regular one-to-one and team meetings, set clear objectives, and carry out performance reviews in line with departmental priorities.
- Promote a culture of professionalism, accountability and continuous improvement within the team.
- Identify opportunities to improve processes and implement agreed changes to enhance efficiency and service quality.

Reception/ Front of House duties:

- Act as the main point of contact for all Reception and Front of House matters, working closely with Practice Support, Cashiers, Hospitality, Housekeeping, Facilities and Marketing/BD&M teams.
- Deliver a warm, professional welcome for all visitors; monitor waiting times, host arrivals and arrange refreshments. Regularly check client suites to ensure they are presentable and report any issues promptly.
- Oversee the central enquiries inbox and switchboard, ensuring calls and messages are handled quickly and professionally, including managing the relationship with our third-party provider (Moneypenny) and driving service improvements.
- Work with Building Wellness, Hospitality and Marketing teams to plan and coordinate upcoming events and initiatives.
- Review and approve event requests, manage room allocations and logistics, and resolve scheduling conflicts where needed. Ensure all setups meet agreed standards, including AV and hospitality.
- Support meeting room bookings, making sure rooms are prepared, turned around efficiently and kept to a high standard.
- Liaise with catering partners to gather feedback and help improve hospitality services.

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- Manage leave and absence processes, including return to work meetings, in partnership with People & Culture.
- Keep stakeholders informed about joiners, leavers, parental leave and work experience placements, ensuring all arrangements are in place for a smooth experience.
- Provide occasional support with travel arrangements and bookings when required.
- Coordinate flower orders for Reception and client suites, maintaining supplier relationships and quality standards.
- Process and track supplier invoices promptly, ensuring accurate coding and timely registration on the Invoice Tracker.
- Produce regular reports on building occupancy, room usage and service levels, sharing insights with the Facilities team.
- Act as a designated Fire Warden and First Aider, keeping certifications up to date and ensuring compliance with Health & Safety policies.
- Maintain confidentiality and uphold professional standards in all interactions and record keeping.
- Carry out ad hoc duties as required to support Facilities, Hospitality and Events during busy periods or special projects.

Every effort has been made to ensure that this is a full description of the tasks and responsibilities of this role. However, it is not an exhaustive list. The job description may be changed or developed at any time to reflect changes as required. However, changes will not be made without full consultation with the postholder.

Kingsley Napley are committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will be considered for employment regardless of race, age, disability, gender identity, sexual orientation, gender reassignment, marriage and civil partnership, pregnancy and maternity and religion.

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Person Specification

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	Essential
Knowledge and Technical Ability	<ul style="list-style-type: none">• Experience in customer service and client facing role in a corporate hospitality or professional services environment• Administration and organisational skills• Experience of working within a very busy, deadline driven environment• Attention to detail and problem-solving skills• Demonstrates leadership and people management skills and attributes, providing and accepting feedback and role modelling behaviour• Ability to work independently and as a team, taking the initiative• Develops own knowledge and skills to meet the demands of the role• Ability to remain calm under pressure and in demanding situations
Client Care	<ul style="list-style-type: none">• Clear and professional communication skills with internal and external clients• Ability to establish and maintain effective working relationships within the department and firm overall• Proactive approach to managing flow of work• Ability to deal with high level workloads and changing priorities• Understand the importance of confidentiality, information security and data protection and act accordingly
Firm wide Skills	<ul style="list-style-type: none">• Strong use of MS Office, in particular Outlook• Promotes the sharing of best practice and knowledge across the firm• Understands the importance of client confidentiality, information security and data protection and acts accordingly
Attributes	<ul style="list-style-type: none">• Demonstrates behaviour in keeping with the firm's core values of Teamwork, Respect, Integrity, Fairness, Understanding and Commitment• Shows a positive and proactive "can do" attitude• Respectful, inclusive and cooperative team-based approach and willing to help others and promote positive team relations• Reliable, with excellent timekeeping• Self-motivated, committed to the Firm and to personal growth

All applicants who are offered permanent or long term employment, or partnership, will be subject to a criminal record check by the Disclosure and Barring Service (DBS) before the appointment is confirmed. Because Kingsley Napley LLP meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, a 'basic disclosure' will be sought. This will reveal 'unspent' convictions. A criminal record is not necessarily a bar to employment or partnership; each matter will be considered on its own circumstances and merits.