

## ABOUT THE MBS GROUP

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The MBS Group is a leading executive search and leadership advisory firm working across all consumer-facing industries.

We are driven by our mission to advise and unearth exceptional leaders of today, to accelerate the most transformative consumer businesses of tomorrow. Our clients choose to work with us the world over and we are consistently ranked the highest specialist search firm in our field.

The MBS Group work with some of the most exciting businesses and brands across all consumer-facing sectors. Providing executive search (headhunting) services, we partner with leading consumer-facing organisations to fill business-critical roles at the most senior levels, both nationally and globally.

Founded by Moira Benigson over 30 years ago, the business has unparalleled sector knowledge, a global network of contacts and the passion and commitment to the highest level of client service. We are therefore able to place the very best candidates in some of the most exciting companies around the world.

Our clients span all consumer-facing sectors, including: retail, consumer products and services, fashion and luxury, travel, lifestyle, leisure, technology, healthcare and digital, as well as in the arts, culture and not for profit sectors. In addition to chairs, non-executive directors and chief executive roles, we work on director level searches across all key functions.

We are driven by our collective values to create a fun, collaborative and professional company culture:



**Collaborative**

We succeed together as partners.

**Longevity**

We invest in building meaningful relationships.

**Ambitious**

We seek to exceed expectations for ourselves and our clients.

**Integrity**

We strive to do the right thing.

**Informed**

We are always learning, curious and engaged.

**Passionate**

We love what we do.

**Professional**

We are consistently consistent and reliable.

**Inclusive**

We value diversity of thought and background.

**Care**

We take responsibility for our collective well-being.

**Community**

We play an active role in bettering the communities we serve.

## FRONT OF HOUSE, THE MBS GROUP

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The role of Front of House is a complex external facing position that requires a balance between being a key point of contact between internal stakeholders, senior executives, candidates, and clients. You will be the driver of the front of house, ensuring areas of the office are presentable and systems and processes are efficient. This role requires a proactive individual who is comfortable managing up and taking control. This role would suit a structured person who can follow and implement process; however the alternative aspect of the role is dealing with people, so you also need to be able to manage constant change and reprioritisation.

You will be the 'go to' person for everyone, therefore recognise that you are the face of the business and have a duty to represent the organisation in a professional manner externally and internally. Along with the ability to understand priorities quickly and not afraid to ask questions, this role requires you to work with a sense of urgency no matter what the task.

Customer service is key to this role and crucial to our success; we always strive to be the best at what we do, and therefore we need the best from you.

This role is to support the Operations team, Project Managers, and the wider business. We are looking for someone with drive and a proactive nature with a view of developing them and their skillset within the business.

Must be comfortable and proficient on Microsoft packages and Outlook.

This role requires you to be in the office five days a week. Core hours are 09.00-18.00, however days where external meetings begin at 09.00 or finish late, hours will flex accordingly.

## ROLE RESPONSIBILITIES

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### MEETING ROOM MANAGEMENT

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- Set up/clear up of meeting rooms, (flowers, newspapers, refreshments etc)
- Receive and greet candidates and clients. Notify the appropriate people that a visitor has arrived
- Manage client meetings held at MBS
- Manage the workflow balance of the meeting rooms and meeting diary, (includes ensuring enough time for set up and clear up between meetings)
- Order external food and refreshments for meetings when required

### OFFICE MANAGEMENT

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- Maintaining the security of the building
- Receive and filter calls from the mainline
- Keeping areas of the office tidy and presentable
- Manage all office supplies, including stationary, groceries and any other requirements
- Ensure birthdays, weddings, births and MBS anniversaries and other special dates are scheduled and recognised across the business
- Review and manage MBS suppliers and subscriptions
- Manage all supplier invoices between MBS and our accounts team
- Be first port of call for IT support, including hardware and software
- Manage internal and external contact lists
- Manage all post
- Manage office recycling

## BUSINESS SUPPORT

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- Arranging couriers
- Assist the Operations team with any IT requests and equipment
- Assist the Operations team with any facilities management
- Assist the Operations team to ensure a smooth onboarding and offboarding process
- Assist the Operations team to manage key office suppliers and supplies
- Assist the Operations team to manage subscriptions/ renewals/ magazines (LinkedIn, Boardex, Signal etc)
- Assist the Project Managers with any admin requests as required
- Assist in any other admin/ad hoc duties as required.

## KEY SKILLS AND EXPERINCES

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In terms of experience, the ideal candidate will be/have the following qualities, experience and attributes:

1. Adaptability
  - Demonstrates flexibility in a fast paced / pressurized environment
  - Projects a positive demeanor regardless of change in working conditions
2. Organisation, good directive skills in person and on the phone and able to multitask with ease
  - Time Management: Determines the appropriate allocation of time
  - Space Management: Effectively manages the workspace (i.e. keeps a clean and organized office)
  - Task Management: Balances conflicting priorities in order to manage workflow
3. Proactive
  - Demonstrates the ability to foresee problems and prevent them by taking action
  - Utilise analytical skills and a broad understanding of the business to effectively interpret and anticipate needs
4. Communication Skills, ability to communicate effectively
  - Listening skills: Understands that the most important aspect of communication is the act of listening and actively works to improve those skills
  - Oral skills: Speaks with confidence using clear, concise sentences and is easily understood
  - Telephone/Email: Uses high quality, professional oral and written skills (as described above) to project a positive image of the business which is essential and a prerequisite in this role at MBS
5. Client Service
  - Interacts professionally with clients, candidates and associates at all times
  - Promptly responds to requests with accuracy and a courteous demeanor
6. Business Understanding
  - Demonstrates an awareness of fundamental business principles as well as an understanding of the overall industry, ideally has worked for or currently in an executive search consultancy or legal/financial based institution
7. Team Player
  - Works as a competent member of the team, willingly providing back-up support for co-workers when appropriate and actively supporting group goals
8. Computer / Technical Skills
  - Displays proficiency using standard office equipment
  - Demonstrates advanced proficiency by quickly adapting to new technology and easily acquiring new technical skills
9. Judgment
  - Exhibits sound judgment and the ability to make reasonable decisions in the absence of direction
  - Swiftly refers problems/issues to the appropriate person(s) when necessary
  - Works effectively without constant and direct supervision

## OUTLINE OF MBS BENEFITS

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- Fresh fruit and snacks available at the office
- Vitality Health Insurance (this includes monthly awards and discounts on selected gyms and spas)
- Cycle to work scheme
- Electric car scheme
- 23 day holiday as well as period between Christmas & New Year off
- Day off for birthday and moving home
- Charity day
- Mentor and buddy scheme
- Career development opportunities
- Discretionary bonus