



Managing Director – Job description pack



Anabas Welcome is London's leading reception management company

With over 22 years of experience, we cater to corporate, residential and mixed-use spaces, and offer lifestyle and concierge services to enhance the experience within each environment. We work directly with companies, property owners and managing agents to elevate their FOH experience while bringing added value.

We invite you to review this job description pack and if you are excited about the opportunity to lead Anabas Welcome and meet the requirements of the role, we would love to receive your application.



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Our services

We work in corporate and residential buildings and provide:



Reception and front of house management

Our high-quality service standards create a bespoke experience that generates the best first impression within your corporate office or home. We offer more than traditional reception roles of a meet and greet service, as we take full ownership of the spaces we manage. For offices this includes managing meeting rooms, maintaining snack and stationery stock levels, post room deliveries and acting as a first contact for office tech/equipment queries. For residents, this includes 24/7 concierge and security, key management and valet parking.



Events management

We organise a diverse array of extraordinary events, each customised to fit the occasion, budget, and vision of our clients. Our experience encompasses everything from intimate dinner parties and receptions to multi-day conferences and town hall meetings, catering to hundreds of attendees. Our events are designed to enliven, educate, entertain, and excite audiences, making them as unique as the environments in which they are hosted, whether it's a summer party or a TED-style talk.



Lifestyle and concierge services

To enhance the reception and residential experience further, we offer lifestyle and concierge services that help create communities and offer better ways to engage with and connect people. We do this by offering an array of services such as reception and residential lobby pop-up events, obtaining tickets to sold-out London events, securing restaurant reservations at hard-to-book venues and much more. We offer a full lifestyle menu of services to choose from.



Exclusive Privée membership

Our exclusive Privée membership allows you full access to a Lifestyle Manager that responds to all your personal and business needs. This service includes access to a wide-ranging menu of options that exist to make your work and private life easier to manage, while you enjoy the gift of free time to do more of the things you love. This membership is available to companies, estates and high-net-worth individuals.

Our mission is to deliver a unique experience wherever we operate.

Job description



Location:

London, with occasional travel



Position Type:

Full Time - Permanent



Reports To:

Managing Director, Armonia UK

As Managing Director of Anabas Welcome, you will be responsible for the overall strategic direction, operational performance, and continued growth of the business. You will lead a team of dedicated professionals, ensuring that our people-first culture is at the heart of everything we do. Your leadership will drive service excellence, client satisfaction, and business development, positioning Anabas Welcome as the premier choice for front-of-house services.

Key Responsibilities:

Strategic Leadership	Develop and implement a clear strategic vision that aligns with Anabas Welcome's mission and long-term objectives, ensuring sustainable growth.
Operational Excellence	Oversee the delivery of front-of-house services to the highest standards, continuously identifying opportunities for improvement and innovation.
Client Engagement	Foster strong relationships with existing and prospective clients, ensuring a deep understanding of their needs and consistently exceeding expectations.
People Leadership	Inspire, mentor, and develop a high-performing team, cultivating a supportive and inclusive workplace that promotes professional growth.
Financial Management	Take full accountability for the financial performance of the business, including budgeting, forecasting, and driving profitability.
Business Development	Identify and capitalise on new opportunities to expand the company's market presence, enhancing our service offerings and strengthening our competitive position.
Brand & Culture Advocacy	Champion Anabas Welcome's brand values, ensuring a culture of excellence, integrity, and a people-focused approach across the organisation.

Qualifications & Experience

Senior Leadership Experience	Proven experience in a senior leadership role, ideally as a Managing Director, Operations Director, Divisional Director or similar, within the facilities management, hospitality, front-of-house, or concierge services sector.
First-class Customer Service	A passion and track record in delivering outstanding customer experiences ideally across hospitality, corporate reception, and the concierge services industry.
Strategic & Commercial Acumen	Strategic & Commercial Acumen – Strong ability to develop and execute business strategies that drive growth, profitability, and long-term success.
Client Relationship Management	A track record of building and maintaining excellent client relationships, with the ability to tailor services to their evolving needs.
Operational & Service Excellence	A commitment to continuous improvement, with the ability to enhance service delivery, operational efficiencies, and quality standards.
Leadership & Team Development	A natural leader who fosters a positive, people-first culture and inspires teams to perform at their best.
Innovation & Problem-Solving	The ability to think creatively and implement new ideas to enhance service offerings and operational processes.
Strong Communication Skills	Excellent interpersonal, negotiation, and presentation skills, with the confidence to engage with stakeholders at all levels.

Our people & culture

Investing in our teams

Culture of Excellence: At Anabas Welcome, we foster a culture where every team member is encouraged to grow and excel.

Continuous Development: We invest in ongoing training programs that keep our teams at the forefront of the latest industry trends and technologies.

Employee Support & Well-being: We provide a supportive work environment, focusing on employee well-being, motivation, and career progression.

“ Working at Anabas Welcome is an experience like no other. It’s a place where you will not only grow as an individual, but where you are also given the tools and guidance to become a leader and an effective team player.

By placing importance on the smallest of details, Anabas Welcome is able to provide a high-end, five-star service. This is done by ensuring all staff have the required amount of training, look professional and are ready to provide a great service. ”

Concierge Team Member in Central London

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Our values of each other, improve, deliver and smile drive the high standard of service we offer.



How to apply

An executive search exercise is being undertaken by Hays Executive, who will support the Selection Panel to both assist in the assessment of candidates against the requirements for the role and to identify the widest possible field of qualified candidates.

Application is by submission of a full curriculum vitae and a covering letter of application, addressing the job description and person specification and including suitable daytime and evening telephone contact details. Appointment to this post will be subject to appropriate checks, including necessary statutory checks such as proof of right to work in the UK.

Completed applications are to be uploaded using [this link](#). Click on the 'apply' button and follow the instructions to upload a CV and a cover letter and complete the online equal opportunities form.

Please note: the equal opportunities form will not be shared with anyone involved in assessing your application.

Timetable

Applications open on **Tuesday 6th May** with a closing date of **12.00 on Tuesday 26th May 2025**

Shortlist interviews with Hays Executive shall be conducted across weeks commencing **9th and 16th June 2025**

A two-stage interview process shall commence week commencing **24th June** with the second panel stage interview concluding week commencing **7th July 2025**