

Job Specification

Job Title: Assistant Head Butler
Division: Pantry
Location: London

Rothschild & Co

Rothschild & Co is one of the world's largest independent financial advisory groups. We offer a distinct perspective that makes a meaningful difference to our clients' business and wealth.

With a team of 2,800 talented financial services specialists on the ground in 40 countries across the world, we provide independent advice on M&A, strategy and financing, as well as investment and wealth management solutions to large institutions, families, individuals and governments. As a family-controlled business that has been at the centre of the world's financial markets for over 200 years, we can rely on an unrivalled network of specialists and are known for our track-record of outstanding execution in financial services.

Overview of Role

The remit of this role is to act on behalf of Rothschild & Co to ensure a superior and seamless service is provided to all clients, both internally and externally.

Working as part of a dedicated team of professionals, the Assistant Head Butler will attend management and events meetings and perform the morning 'Butler Briefing' in the absence of the Head Butler.

Responsibilities

- Manage the Butler office and ensuring the Pantry is fully stocked, using the ordering system
- Adhere to the Butler Policy and Procedures
- Check items expiry dates and replace where necessary
- Maintain an accurate stock control, ensuring that the department does not incur a financial loss at the end of each cycle
- Ensure that all special and last minute requests are communicated to the Head Butler, and check that these requests have been carried out accordingly
- Communicate any alternative requests to the relevant department, and follow up where required
- Oversee that all Butlers are maintaining the client database, log books, and carrying out their duties
- Update the client database on a regular basis, adding, amending or deleting information that is relevant to future events



- Assist with the management of the Panty inbox and ensure emails are responded to in a timely manner, and log-books and any other administrative duties are kept up to date
- Ensure your workspace, the butler pantries are kept hygienic and tidy, as well as helping with the general upkeep of the 10th floor
- Report any client or staff related issues, maintenance concerns or any other concerns to the Head Butler in a timely manner
- Attend departmental meetings and training sessions, including induction of new procedures put in place by the Head Butler
- Assist with the training and induction of team members, including running regular training sessions
- Maintain a positive and respectful working relationship with all departments and work colleagues
- During busy periods, you will be required to assist the Lexington team
- Adhere to all Rothschild & Co. policy and procedures, including Health and Safety and the Code of Conduct
- Any other ad-hoc duties which may be required

Education and Qualifications

- Any relevant industry qualifications are desirable but not essential

Experience, Skills and Competencies Required

- Exceptional client service standards
- Experience in high quality events and functions
- Good attention to detail and accuracy
- Strong inter-personal skills to communicate clearly and effectively (both internally and externally)
- Ability to work well under pressure and meet tight deadlines
- Willingness to take on a diverse workload and to adapt to and embrace new challenges.