

# Job Description

<b>Job title</b>	Lead Workplace Support Coordinator	<b>Date</b>
<b>Reports to (title)</b>		
<b>Contract/Department</b>	BBC	
<b>Location</b>		

## Job purpose

Describe the overall purpose of the job in two or three sentences.

To ensure the service provided by the Workplace Co-ordinator Team is delivered to a continuously high standard and that the requirements of the Client and Customers are met in professional and timely manner and in line with the scope of contract.

Responsible for leading and delivering Workplace Services in line with the contractual requirements, ensuring that KPI's are adhered to. To support and coordinate Workplace Coordinators within their designated floor or department ensuring that the area is set up and ready for business allowing the user population team to focus on delivering their key objectives.

(Work Place coordinators are primarily responsible for the day-to-day operational delivery of the Customer Service Experience ensuring exceptional customer interaction in a professional environment, constant service improvement and development - leaving all staff, visitors and members of the public with a positive, professional and lasting impression of the site and services)

## Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

### Customer & Visitor Liaison

- Deliver excellent and professional customer service
- To be a professional ambassador for the BBC and EMCOR
- Establish good working relationships with the customers to be recognised as the natural go to person and a trusted partner.

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- Ensure that any Client/Customer requests/complaints are dealt with professionally and promptly.

## **Line Management**

- Lead, coach, guide and develop the team to ensure all are working to deliver an exceptional service throughout their allocated spaces
- Develop best practice for FM services on site to drive services and quality improvements
- Give feedback on performance in relation to tasks undertaken, as well as at performance reviews

## **Administration**

- Co-ordination and collation of management information as required
- Responsible for managing and reporting on budgets and resources as required by Senior Management.

## **Health and Safety**

- Liaise with and assist the BBC team as regards company H&S policies & procedures
- Responsible for health & safety in designated area of responsibility to ensure that any unsafe items/areas are dealt with immediately and ensure all people always adopt safe working practices as reasonably practicable and noticeboards refreshed.
- Ensuring a tidy and clean appearance across the floor, at desks, collaboration spaces and break out areas.
- Ensure that anything QSHE related is dealt with within the required timeframes

## **Quality**

- Conduct regular checks/floor walks of designated area to ensure workplace standards are maintained at all times i.e. cleanliness, maintenance, replenishment

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- Innovate – look at ways to streamline business processes and create the most effective environment for the customer/client
- Ensure that work orders and requests are raised in the correct way, carried out and checks made upon completion to ensure standards are met

## Teamwork

- Maintain constant communication with all other service lines to ensure seamless delivery to building occupants.
- Sharing knowledge between the team as an ongoing form of communication and learning
- Liaise closely with all FM service teams to ensure that consistency standards and a professional image are maintained across the designated areas.
- Ensure all tasks are logged with the helpdesk and a record of all tasks is kept up to date and managed through to completion

Please note this list is not exhaustive and you will be expected to comply with any reasonable ad hoc duties and requests.

## Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

Responsible for the management of the Workplace Co-ordinator Team and Agile Working Co-ordinators

## Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

- Minimum of 3 years Senior Supervisor or Manager experience within the Hospitality or FM industry.
- Proven ability and experience essential of leading and managing a large (minimum 10) multi-skilled team in the support of Facilities Management, Service Delivery and management of operational incidents.

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- Team management skills including communication, motivation, prioritisation and planning
- Excellent customer service skills with the ability to interact confidently and professionally with colleagues, clients, visitors including VIPs
- Ability to manage customer satisfaction and continuously review and improve all aspects of the operation and quality of service delivery
- Proactive and forward-thinking approach to work, demonstrating adaptability and flexible working
- Strongly self-motivated individual possessing a can-do attitude and a drive to learn and share best practices
- Experience of budget/financial management
- Experience of project management dealing with sub-contractors
- The ability to introduce and manage change through a structured approach

## Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

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<b>Line Manager Signature</b>	
<b>Print Name</b>	
<b>Date</b>	

<b>Job Holder Signature</b>	
<b>Print Name</b>	
<b>Date</b>	

FOR HR USE ONLY:					
Job Grade		EMCOR Competency Level		Training Profile UTC	