

# Job Description

<b>Job title</b>	Workplace Support Co-ordinator – Tier 1 sites	<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.

The post holder will be 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.

To support and coordinate all FM services within their designated floor or department ensuring that the area is set up and ready for business allowing the customers to focus on delivering their key objectives.

## 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.

### Administration

- Co-ordination and collation of management information as required
- To prepare and maintain a handover between shifts
- Assisting with staff queries both in person, by email or via telephone in a professional manner
- Ensure all tasks are logged with the helpdesk and a record of all tasks is kept up to date and managed through to completion
- Consumables management – stock taking, ordering, replenishing to always ensure available.

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## **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.

## **Audits**

- Conduct regular checks/floor walks of designated area to ensure workplace standards are always maintained i.e. cleanliness, maintenance, replenishment
- Innovate – look at ways to streamline business processes and create the most effective environment for the customer/client

## **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

## **Supplier management**

- Meet and greet contractors on site.
- Undertake site inductions for new contractors to site.
- Schedule, oversee and escort when necessary external contractors in line with the client's procedure.

## **Meeting room management**

- Assisting in a shared meeting room set up making sure that any specific requirements are considered.
- Check and refresh all meeting rooms and offices spaces on an ongoing basis.
- Ensure meetings rooms within designated areas are always ready for business, this includes room layout, cleanliness, equipment testing and stock replenishment and all vendor services requested are delivered on time and to specification.
- Please note this list is not exhaustive and you will be expected to comply with any reasonable ad hoc duties and requests.

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## Resource responsibilities

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

No Direct Reports.

## Person specification

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

- Experience of working in a corporate or creative environment and communicating effectively at all levels of the organisation
- Educated to GCSE standard with passes in English & Math's
- Good planning, organisational and communication skills with attention to detail
- Excellent interpersonal skills
- Excellent written and spoken communication skills
- Be confident, approachable & self-motivated
- Able to work under pressure and meet deadlines.
- Must be flexible and a sense of teamwork is essential.
- Excellent client relationship building skills
- Ability to work within a team but self-motivated to work unsupervised when required.
- To be able to work under pressure to balance conflicting deadlines is essential.
- Good Health and Safety knowledge (Health and Safety ISOH/Nebosh qualification desirable)
- Self-motivated, resourceful and resilient

## 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>	

# Job Description

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

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