LOBBY SUPERVISOR JOB DESCRIPTION

sodexo
QUALITY OF LIFE SERVICES

1/4 – Microsoft Lobby Supervisor

Function:	Operations
Position:	**LOBBY SUPERVISOR**
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Facilities Manager
Additional reporting line to:	n/a
Position location:	2 Kingdom Street, Paddington, W2 6BD

1. Purpose of the Job

The Lobby Supervisor is an ambassador for Microsoft and RE&F (Real Estate & Facilities) creating first impression for all guests. The Lobby Supervisor is responsible creating experiences that make Microsoft guests feel important, and through this interaction they receive an enhanced experience.

This role will positively showcase Microsoft's digital workplace capabilities demonstrating dynamism and agility in the way the service is offered through digitized tools.

The Lobby Supervisor is responsible for the lobby team at 2 Kingdom Street and is expected to provide strategic support to the Lobby teams withing the London and Thames Valley locations to ensure world class service is being delivered.

2. Organisation Chart

STOP HUNGER
A Sodexo Initiative

3. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Acting as a site ambassador for RE&F (Real Estate & Facilities) the role is to take a reactive approach in solving issues once they have arisen and a proactive approach, meeting the clients' needs.
- Identify ways of improving the services provided to the lobby guests and liaise with other service owners to deliver a consistent service.
- Compliance with legislative, company, and regional policy relating to health, safety and environmental governance
- Maintaining a healthy and safe environment for staff and guests at all times
- Current and emerging industry good practice in respect of the Services
- Strong leadership and customer relationships

4. Main assignments – Indicate the main activities / duties to be conducted in the job.

As part of a highly dynamic, proactive, multi-disciplined and professional Facility management team, the Lobby Supervisor will be responsible for the highest level of front of house, guest experience and events support services:

- Provide an individual experience to everyone that use the facility with a goal to create memorable positive experiences
- Support the delivery of the Front of House services across the campus, working closely with the team to maintain service standards and meet service level agreements, including the successful management of events on site
- Use client lobby experience tools, to schedule all visitors, tailoring essential orientation information to enhance their customer journey, acting as an ambassador for all visitors until connecting with their host, event or meeting.
- Conduct audits and checks, collaborating with the local service teams to ensure the space offers a 5 star experience
- Offer guidance and support to all unannounced visitors complying with GDPR and global security standards
- Maintain a sound knowledge the facility orientation, service outlines and benefits of the RE&F services, be on hand to share this knowledge to enhance the service journey and experience
- Proactively recommend service enrichments and efficiencies that enhance the lobby experience
- Provide accurate and timely reports to the Facilities Manager
- Actively reports and resolve service improvements
- Look for time efficient ways of completing any activity, which is customer focused
- Escalate potential and actual service issues, appropriate and timely manner
- Attend and/or facilitate briefings and training sessions
- Attend weekly and monthly team meetings
- Always adhere to company safety policies
- Preparation of Business Continuity Plans

5. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Offering 'best in class' lobby experience, which results in positive satisfaction survey and secret shopper performance.
- Maintaining strong relationships with the key Microsoft stakeholders within the building
- The first point of contact for the lobby team
- Conducting daily audits to ensure all building maintenance issues are immediately escalated
- Client satisfaction
- Client retention
- Business growth & developments
- Internal compliance standards

6. Person Specification

- Graduate calibre
- Personal career history of delivering Service Excellence within high profile environments
- Successfully managed high performing teams within a facilities management environment
- Experience of building relationships with key stakeholders that has improved the image of the business
- Background and previous experience within high profile client or facilities management environment
- Demonstrate capability to create, deliver, monitor and review the success of training
- Knowledge event management and delivering high profile events
- Methodical approach and attention to detail required to create clear communication to a large organisation which is positively received
- Ability to embrace new ideas and keep up with new trends to engage a diverse workforce
- Should have a positive, energetic and driven approach to their work and the challenges they will face
- Be experienced in motivating individuals and at times selling and promoting positive working practices to support their growth, which behavioural change
- Strong interpersonal communication skills
- Self-motivated and able to motivate others
- Experience of office management would be an advantage
- Strong communication skills and the ability to operate in a confident, polite and approachable manner
- Experience of working with processes and procedures

7. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

■ Growth, Client & Customer Satisfaction / Quality of Services provided	■ Brand Notoriety
■ Rigorous management of results	■ Innovation and Change

8. Management Approval – To be completed by document owner

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Document Owner	Senior Facilities Manager		