JoB description

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| Position Title | Floor Captain | Department | Business Support Services |
| Generic Job Title | Floor Captain | Segment | Energy and Resources |
| Team Band | Unbanded | Location | London |
| Reports to | BSS FOH Supervisor | Office / Unit name | Shell Centre London Campus |

## ORGANISATION StRUCTURE



#### Job Purpose

* To offer a personalised high end service to the Shell Campus staff and their visitors should they require any assistance or any other support.
* The upkeep and maintenance of all meeting rooms, collaboration spaces, printer points, vending and general office areas to a high standard.
* Work with the mailroom and loading bay and the provide support cover when required.

#### Accountabilities or “what you have to do”

* The oppertive will be professional at all times when dealing with clients and proactively represent Sodexo on site promoting Excellent Customer Service.
* Ensuring that all HSE policies and regulations are adhered to and ensuring use of safety signs and barriers. Noting and escalation non-compliance as relevant.
* Dealing direct with facility users and resolving any issues efficiently.
* Maintain the upkeep of meeting rooms, collaboration spaces, set ups, support and regular checks, including any first line AV support required and liaising with other Sodexo service teams as required
* Ensuring the general office and meeting room environments are clean, tidy and presentable at all times.
* Provision of mail and courier services, assisting mailroom and loading bay staff, as appropriate, in sorting mail and identifying recipients.
* Upkeep vending machines; ensuring vending areas are clean and tidy.
* Upkeep general building stationery, paper and printer hubs
* Maintain stock levels of both stationery and vending consumabiles.
* Overseeing storage and organistion of all items in vending and stationery areas.
* Undertaking and documentation of all maintenance checks
* Complete all records as directed accurately and in timely manner
* Provision of portering service
* Occasional basic cleaning duties and ad hoc day cleaning as an when required
* Ensure that all complaints are dealt with in the correct manner and that the Logistics supervisor is informed immediately should any service complaints be reported.
* Report any incidents of accident, fire, theft, loss, damage, unfit food or other irregularities to line manager, taking appropriate action where possible
* Attend any training and meetings as requested some of which may be outside your normal working hours or at a place which is not your normal place of work
* To cover different shifts and departments where practicable, some which may be short notice
* Cross trained on all aspects of the services Sodexo provides and assisting and being part of the efficient operation of the “One Team” and actively support and promote this ethos, providing internal cover in other departments, taking initiative in colleagues absence from work area and covering when required.
* Ensure that any other reasonable tasks or requests are fulfilled to the appropriate service standards required as and when they arise.

**Key Performance Indicators (KPIs)** **or “What it will look like when you are doing the job well”**

* All customer requests and support completed on time
* Any task tickets are attended to and completed within specified SLAs.
* All incoming and outgoing postal services completed within required time frames
* Deliver a consistent level of service, within the Company's standards, to the contract specification and agreed performance, qualitative taargets
* A positive working environment where the ‘One Team’ culture is evident and actively followed
* Work to and comply with all Shell KPIs.

#### Skills, Knowledge and Experience

Essential

* Mailroom/Loading Bay operations
* Basic Audio visual experience
* Customer service and complaint handling.
* Presentable and personable
* Ability to communicate effectively in a variety of written and verbal formats with a wide range of people.
* Working shifts on a flexible pattern.
* Working accurately, under pressure, to tight deadlines.
* Basic IT skills- Word Processing, Spreadsheets, Databases, Email and Web.
* N.B. Operatives will be expected to undertake manual handling duties within their physical capabilities.

Desirable

* Experience of working in an environment where compliance to standards is key

**Contextual or other information**

Whilst every effort has been made to ensure the details of this job description are correct - due to the varied requirements of the catering and support services industry, this job description cannot be exhaustive. Therefore, the jobholder may be required from time to time to carry out other tasks as required by management in order to meet the operational needs of the business.