

WORKPLACE SUPERVISOR JOB DESCRIPTION

Function:	Facilities
Position:	WORKPLACE SUPERVISOR
Immediate manager	Facilities Manager
Additional reporting line to:	TBC
Position location:	Microsoft Ireland CAB

1. Purpose of the Job

Job Purpose

- To support the Workplace Manager in providing an exceptional customer service to Microsoft CAB. Supporting the Lobby Team and Facilities Manager in the daily operations of Microsoft CAB.
- This position requires a natural ability to challenge and review services. Disciplined approach, excellent communication, organisational & planning skills are required for this role. The role requires a warm, friendly & dynamic individual with the ability to multi task and always to deliver an exceptional level of service.
- You will provide a professional service, whilst adhering to Sodexo policies and promoting the Company image at all times.

2. Organization chart



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

Accountabilities or “What you have to do”

- Deliver an exceptional level of customer service to the site
- Support the Facilities Manager in the day to day running of CAB.
- Ensure all FM equipment and office fixtures are serviced, maintained and operated in a safe manner.
- Complete the monthly building sweeps. (Building Ambassador, Building & Technical and Fire, Security & Life Safety) Using a 5 senses approach, could it look better, taste better, smell better, feel better & sound better to ensure the site offers a 5 star experience.
- Main point of contact for Microsoft employees; (the Building Ambassador) and also for 3rd party contractors.
- Assist with site Health & Safety deployed locally.
- Liase with Facility Manager and Space Planner according to business needs and maintaining accurate records
- Co-ordinate moves
- Assist and deliver various projects as agreed with Facilities Manager
- Support building inductions for all Sodexo new starters including key health & safety information.
- Seek opportunities to improve service delivery and cost effective ways of working.
- Support cover for Lobby Host and Facility Manager for breaks, sick leave or holiday cover.
- Ensure all client visitors and staff feel important through positive interaction
- Support daily car park audits, issuing notices and recording violations
- Floor walks and ticket raising and ensuring tickets are closed on time and works are completed.
- Tracking of contractor planned preventative maintenance reports and remedial works for account
- Updating Sodexo Team notice boards
- Maintaining & upkeep of Stationery Cabinets
- Installing site signage, refreshing and updating as per the client signage guidance.
- Support Locker allocations and access requests.
- Be prepared to assist your colleagues in a willing and positive manner and move from one activity to another, as needed.

- Attend training courses as required in order to keep up to date with legislation and company policy and procedure.
- Comply with all Sodexo and client site rules, company policies and procedures.
- Observe and enforce client and Sodexo policies, procedures and site rules at all times.
- Report immediately any incidents or accident, fire, theft, loss, damage, or other irregularities and take such action as may be appropriate.
- Complete health and safety walks and near miss observations
- Keep management informed of potential issues.

Customer Relationship Skills

- Ensure customer satisfaction is established and maintained by providing an exceptional and proactive service.
- Primary point of contact with the clients and customers and oversee responsibilities while the Facilities Manager is away from the business.
- Maintain performance standards to ensure customer expectations are met and exceeded.
- Ability to build excellent supplier relations.

Compliance, Environmental, Health & Safety and Risk Management

- Ensure compliance with procedures, manual handling, risk assessments, COSHH, Health & Safety, fire regulations & emergency procedures.
- Act as Co-ordinator in any evacuation situations, either planned or unplanned. Assist Security team in liaison with the emergency services as required.

Processes

- To ensure required standards are achieved always look at opportunities to further improve the existing standards of work
- Good understanding and experience of ensuring focus is on individual customer requirements and care whilst meeting required service levels.
- Awareness of the need to provide services in a sensitive manner such as not to affect Microsoft's business or reputation.
- Flexibility that is focused to delivering exceptional customer service and may be required to support events on occasion at other locations on the account. (Dublin based)
- Can-do attitude with attention to detail.
- Previous experience of working as part of a facilities team with a strong focus on customer service.
- Ability to co-operate with others to meet team objectives.
- Good listening, prioritisation and interpersonal skills.

Health and Safety

- Staff must take care of their own safety and others who may be affected by their actions or omissions. Employees have an obligation to report any Health and Safety concerns to management.
- Ensure that staff make appropriate use of Personal Protective Clothing
- Ensuring the observance of managing safely, safe working methods and recording and reporting any untoward incidents by the appropriate Incident/accident report forms.

- To establish and maintain good working relationships with customers and staff ensuring their health, safety and welfare.
- To help maintain a safe working environment.

4. 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.

- **Customer & Client Focus:** Deliver exceptional customer service to build valuable long term relationships with colleagues, customers and clients
- **Impact and Influence:** Communicates to build relationships and interacts appropriately with others
- **Continuous Improvement:** Seeks to raise standards and improve quality of performance and service
- **Working with others:** Works effectively and professionally with others to achieve the desired results
- **Uniform and Presentation:** Uniforms must worn at all times, be kept clean, presentable, and in good condition. Appropriate PPE and safety footwear must be worn where required by risk assessment for the task (Car park audits). Employees are responsible for maintaining a professional appearance in accordance with company standards.

5. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Highly effective communication skills at all levels
- Good literacy and organisational skills
- Excellent Customer service skills
- Ability to respond quickly to problems
- Ability to monitor performance levels at all times
- Understanding of relevant Health and Safety and other legislative requirements
- Ability to take instruction from both line manager and clients
- Ability to work on own initiative
- Good administration skills with an eye for detail
- Team player mind-set and can do approach with willingness to 'muck in' when required
- Ability to work to pressured deadlines and take on challenges when required

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

■ Growth, Client & Customer Satisfaction / Quality of Services provided	■ Leadership & People Management
■ Rigorous management of results	■ Innovation and Change
■ Brand Notoriety	■ Business Consulting
■ Commercial Awareness	■ HR Service Delivery
■ Employee Engagement	
■ Learning & Development	