

# JOB DESCRIPTION:

## Head of Workplace Experience

Function:	Operational Management
Position:	<b>Head of Workplace Experience</b>
Immediate manager:	Operations Manager
Additional reporting line to:	Deputy Ops Manager, Senior Ops Manager, Account Director
Position location:	The Discovery Centre, Cambridge (AstraZeneca)

### 1. Purpose of the job

AstraZeneca's Discovery Centre (The Disc) is one of Sodexo's most prestigious venues in the UK. Reporting into the Operations Manager, this role, along with two other counterparts and the Deputy Ops Manager, form a 5-strong senior management team of site operations. Due to size, each of the three Heads are essentially General Managers, responsible for their particular workstream. Core responsibilities therefore include operations, finance, team leadership, and client relations.

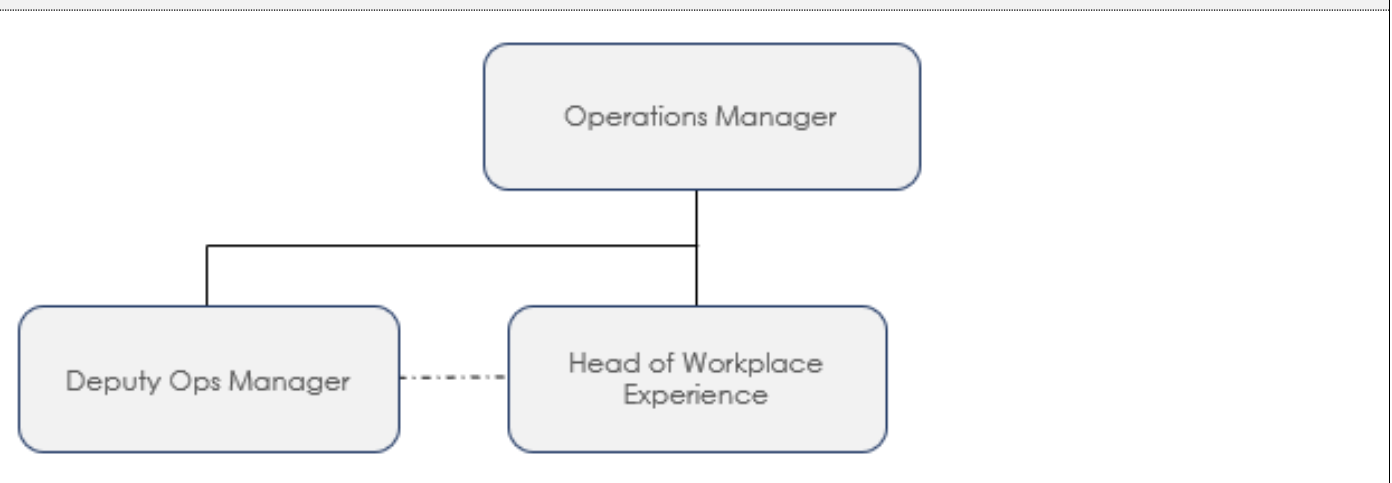
With a focus on exceptional customer service and presentation, the Head of Workplace Experience will be the strategic lead in running the smooth, daily operation of The Disc's 'Welcome' team (**reception and guided tours**), 'Hospitality' team (**event ops**) and the 'Workplace' team (**overall building experience** for AstraZenca employees). You will ensure the floor areas are compliant with scope of services and deliver a seamless customer journey and experience.

Meeting and overachieving agreed-upon specifications and performance targets will contribute to your operational success, while engaging in innovative discussions and crafting business cases to improve services, will ensure customer satisfaction.

Supported by 3 workstream managers below you, you will lead and develop a team of approx. 20 employees, while establishing a positive, proactive, engaging, supportive, and inclusive work culture.

Finally, as an ambassador for this flagship site, you will build and nurture relationships for external visitors and internal stakeholders, and be the first point of contact for workplace queries from our AstraZenca client.

### 2. Organisation chart



### 3. Main assignments

#### Operational Delivery

- To be accountable for, lead and direct the teams responsible for customer service, visitor experience, and employee engagement, and to own the exceptional service delivery from them.
- Focus on ensuring all teams cohesively work together to provide a 'one team best of class' service for internal and external clients, in the performance of their contracted duties
- Be the senior point of escalation to key stakeholders or building occupants on facilities-related queries, including:
  - Meeting room technology support
  - Hospitality (event ops) support
  - Reception
  - Brew hub maintenance
  - Stationery hub maintenance
  - Office space support
  - Booking and delivery of building tours (inc Fam, AmaZing Journey, Stem, and employee induction)
- By collaborating with the Operations Manager, take the lead on analysing client briefs and completing proposals of any new scope for Workplace expansions, amendments or new services.
- Escalate any recurring faults and issues, which might affect service delivery, to the relevant service partner, while looping the client and Operations Manager if appropriate.
- Support the functioning of the team, while running the operation, to optimise service, anticipate issues and put in place robust contingency plans
- Create a Standard Operating Procedure Manual (or improve existing ones) for each of your teams and oversee all implementation.
- Continually review operational and procedural standards to meet and exceed the expectations of the client and customers, while always being compliant and in line with company policies.
- Oversee service staffing levels by ensuring that agreed levels are provided at their scheduled times, and that any strategic or HR issues are resolved promptly.
- Monitor and seek customer feedback to be analysed, and ensure results are communicated to the team, with improvement actions taken where necessary
- Ensure all staff and public areas are tidy, clean and well maintained at all times, reporting any hazards, accidents or maintenance issues promptly.
- Ensure that all expenditure is within budgeted levels and is in line with policies, including approved procurement vendors.
- Be 'hands on' with stock control management by scrutinising all areas before final submission.
- Represent the senior management team within the client arena by being their first point of contact and attending any operational client meetings
- Ensure contractual specifications and KPI's are over achieved to the required customer satisfaction standards.
- Ensure all team members are aware of the requirement for exceptional customer service, they promote it at all times, and you achieve this by arranging regular trainings, coaching sessions and incentives.

#### Team Leadership

- Motivate and lead team members to perform their roles to a high standard and in alignment to Sodexo policies and procedures, while always doing so with professionalism, dignity and respect.
- Manage service deliverables, build a cohesive and seamless relationship between the teams of event ops, reception, guided tours, and workplace customer service, whilst generally promoting an ethos of team work to establish a positive and supportive culture of proactivity, continuous improvement and service excellence.
- Leading by example, be the point of senior escalation for customer issues and queries that arise, liaising with onsite service providers, AskFM or senior management where necessary, and respond in a professional, courteous and timely manner to ensure client and customer satisfaction.
- Ensure a training plan and schedule is completed for every new team member, working closely with line manager and employee until the employee's induction is 100% complete.
- Ensure that all employees are knowledgeable and motivated about their roles and the business, through effective inductions, accurate job descriptions and on the job training
- Host bi-weekly 1-1s with your direct reports to work on their development and coach them in both overcoming challenges and managing their teams with consistency, fairness, and professionalism.

- Attend weekly huddles of the senior management team and lead your own daily team huddles to cascade news, actions, and energetic motivation.
- Oversee any recruitment process for your team and ensure that the right candidates are hired based on their skill, experience, and FOH charisma.
- Identify talent and support in their development, ensuring all succession plans are in place within the team.

#### **Client Relations**

- Establish and build effective working relationships with senior stakeholders and employees, acting as a central contact for catering services
- Oversee all aspects of workplace services that are provided to the client to ensure the Company's reputation is enhanced to the highest standard
- Act as an ambassador for Sodexo and actively promote Sodexo as a 1st class provider for all services offered.
- Prepare innovative proposals for the client
- Build and nurture positive relationships, becoming the first point of contact for catering within the client space.
- Where possible, personal contact is made to develop longterm relationships with key building users.

#### **Safety and Compliance**

- Ensure that Health & Safety is the number one priority of all staff and that all safeguard administration is delivered in advance of and during operations, to statutory and Sodexo standards
- Lead where appropriate, and take part in briefings to deliver safety information
- Provide prompt support with any emergency/crisis situation within the building, working with the Operations Manager, dept heads and managers
- Be aware of all accidents, incidents, near misses and observations that occur within the building's workplace areas and ensure that all instances are correctly and promptly reported.
- Undertake internal service audits and regular spotchecks, and lead robust preparation for any external auditor or governance visits.
- Support your three managers in promoting Sodexo's Zero Harm Mindset via training huddles.
- Become trained in and participate as a lead fire marshal, to assist in the efficient evacuation of guests and colleagues in the event of an emergency.
- Oversee compliance of any Food, Health, Safety and Environmental procedures and ensure any non-compliance are reviewed, corrected and necessary training and prevention actions are implemented.
- Ensure GDPR policies are adhered to, including the management of the Personnel files

#### **Other**

- Liaise with the other departments in a polite and efficient manner, to ensure that all issues and queries are communicated and met in order to provide a seamless customer experience
- Establish and maintain relationships with individuals at all levels within the Company and the Client organisation.
- Obtain a full working knowledge of the building, including all services and amenities, and adhere to all building policies and procedures
- Work flexibly and support other service streams, if required.
- Undertake any other reasonable tasks or projects requested by the Operations Manager or more senior stakeholders.

## **4. Person Specification**

### **Essential**

- Ability and experience in gathering, utilising and interpreting financial information and/or data to make business decisions.

- Excellent interpersonal skills with an ability to communicate effectively and build longterm relationships with customers and clients at all levels
- Excellent planning and organisational skills with an ability to manage multiple workloads and shifting priorities, whilst always meeting deadlines.
- Proven leadership skills in developing a large, diverse workforce and building a new working culture within a corporate, hotel or visitor attraction setting.
- Self motivation to learn new procedures, systems, and techniques, together with an interest in proactively researching industry innovation.
- Posses a leading, hands-on approach to policing standards, holding people accountable, and driving a team to exceed a set of performance criteria.
- A deep awareness of what exceptional customer service and engagement is, with experience in creating and driving your own visitor/guest experience strategy
- At least 5 years experience in the field of sales, key account management, event management or visitor experience, with links to or working within a corporate hospitality, hotel, or visitor attraction setting.

**Desirable**

- Experience of managing conflicting expectations between your company and your client within the same business arena.
- Experience of working within a reception team.
- Experience of booking, planning and delivering guided tours or events.
- I.T literate to a high level.

**5. Competencies**

▪ Driving client and customer satisfaction	▪ Food industry, competitor and trend awareness
▪ Rigorous management of financial P&L activities	▪ Analysis and decision making
▪ Leadership and people management	▪ Planning and organising
▪ Innovation and change Implementation	▪ Selling and building relationships

I have read, acknowledged, and understand my responsibilities moving forward in this position:

SIGNITURE:

DATE:

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PRINT NAME:

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