

JOB DESCRIPTION

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|--------------------------|----------------------------|---------------------------|-----------|
| Position Title | Workplace Assistant | Workplace/Hub | |
| Generic Job Title | Facilities | Segment | CS IFM |
| Team Band | | Location | London |
| Reports to | Deputy Manager | Office / Unit name | Euroclear |

Organisation structure



Job Purpose

The role provides a visible, professional, and customer-focused point of contact for all office users, supporting the smooth and efficient operation of the workplace. It ensures users receive timely assistance with building issues, workspace navigation, room and desk bookings, events, and day-to-day service needs. The role delivers a high-quality front-of-house experience, and maintains consistent standards across meeting rooms, shared spaces, and office floors.

The position promotes a safe, compliant, and well-managed environment through regular safety walks, adherence to house rules, and prompt reporting of faults to service partners. It supports workplace sustainability and operational excellence by managing stock, equipment, hospitality supplies, waste reporting, and Sodexo, Client data. The role also contributes to a positive workplace culture by building strong relationships with users, responding to feedback, and proactively identifying opportunities for service improvement

Accountabilities or "What you have to do"

Workplace & User Support

- Act as the first point of contact for office users regarding building issues, requests, and general workplace support.
- Meet and greet visitors, clients, and colleagues, assisting with workspace navigation.
- Provide set up and furniture support services for meeting rooms, townhall and event spaces.
- Promote and support internal and external daytime/evening events and conferences.
- Conduct client show-arounds, presenting the building and workspace as a sustainable corporate environment.
- Ensure consistent delivery of a five-star customer service and concierge-style experience.
- Listen to user feedback, take appropriate action and follow up to ensure resolution.

Floor Operations & Facilities

- Carry out regular floor walks and meeting room checks to ensure all areas are user-ready and in good working order.
- Monitor and maintain, stationery hubs.
- Support meeting room set-ups and light furniture moves.
- Operate the client Facilities Incident & Request Reporting Tool (SNOW).
- Report building faults and issues promptly to the relevant service partners.
- Maintain full working knowledge of all building support functions and services
- Work with client Security to ensure visitor management processes remain compliant.
- Oversee archiving processes in line with SOPs, ensuring secure and legally compliant document retention (GDPR).

Health, Safety & Compliance

- Conduct regular safety walks to ensure user and floor compliance with Health & Safety requirements.
- Support fire marshal and first aid responsibilities as required.
- Comply with all Health, Safety and Environmental procedures, including COSHH, manual handling, risk assessments, and fire regulations.
- Maintain accurate waste management records, including volumes, transfer documentation, and client environmental reporting.
- Report any non-conformances promptly and appropriately.
- Comply and support Sodexo Subcontractor visits escorting supplier personnel when on site

Administration & Communication

- Distribute and dispatch mail and courier items.
- Manage courier requests
- Stationery supplier orders.
- Communicate effectively with team members and participate in contract activities, briefings, and training sessions.
- Maintain accurate document retention and record-keeping in line with compliance requirements.
- Ensure all client and company data is captured, reported, and stored correctly within the site or client DMS.
- Keep your line manager informed of relevant issues within your area of responsibility.
- Support special functions and client/company events as required.
- Maintain a professional appearance, adhere to uniform, and conduct standards.
- Recommend improvements to processes and contribute ideas for service enhancement.
- Carry out any other reasonable ad-hoc tasks requested by customers or management.

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

Workspace users receive consistent quality experience.
All faults, issues and concerns are addressed and resolved in a timely and efficient manner.
Workspace users follow office standard operating procedures.
Reports show relevant jobs logged and actioned and resolved in line with Contractual KPI's.
All equipment & services on the floor are maintained in good working order.
Compliance with all SLAs.

Dimensions

| | |
|-----------|-----|
| Financial | N/A |
| Staff | N/A |
| Other | N/A |

Knowledge, Skills, and Experience

- High level of customer service and concierge experience within a global, multinational organisation.
- Experience delivering similar service bundles through a multi-skilled workforce in a large corporate environment.
- Relevant training and experience delivering services in line with legislative and statutory requirements.
- Strong understanding of mailroom and hotel-services environments, applying customer-centric principles to service delivery.
- Proven ability to focus on individual customer needs while consistently meeting required service levels.
- Awareness of confidentiality requirements and the need for a sensitive, professional approach that protects both Sodexo's and the client's reputation and values.
- Ability to handle feedback calmly, constructively, and professionally.
- Ability to resolve conflict in a non-confrontational, professional manner.
- Strong multitasking capability with a proactive approach to work.
- Proficient in Microsoft Office applications.
- Excellent communication skills, both written and verbal.
- Resilient, adaptable, and able to work effectively under pressure.
- Strong team ethos and “One Team” attitude.
- Good listening skills and the ability to prioritise effectively.
- Excellent interpersonal skills with strong attention to detail.
- Reliable, trustworthy, and able to work on your own initiative.
- Flexible and committed to delivering exceptional customer service.
- Positive “will-do” attitude with a hands-on approach.

Contextual or other information

This position will be a key part of a **one team** approach to providing a quality customer experience for the users of the Client head office. The job description is designed to identify the specifics of the role it does not however limit the post holder to the specific tasks and responsibilities listed. The post holder is equally responsible for the satisfaction of the users and must therefore ensure that the standards are delivered. This will mean that you undertake activities outside of the job description to ensure that the overall service is maintained.

This job description is intended to give the post holder an appreciation of the role and the range of duties to be undertaken, it does not attempt to detail every activity, and it may be changed from time to time to incorporate changing circumstances. Specific tasks and objectives will be agreed with the post holder at regular intervals.

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