Job Description:
Head of Workplace Experience

Function:	Operations
Position:	Head of Workplace Experience
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Account Director
Additional reporting line to:	UK&I Strategic Account Director
Position location:	Diageo 1HQ - 16 Great Marlborough Street

1. Purpose of the Job – State concisely the aim of the job.

To lead, develop and continuously enhance the Workplace Experience function within a global headquarters, delivering an exceptional employee, visitor and client experience through the effective leadership of people, workplace services and service partners. The role is accountable for driving operational excellence, innovation, compliance and team performance, ensuring all services align with client expectations.

The Head of Workplace Experience is responsible for the strategic and operational leadership of Reception, Guest Services, Switchboard, Catering, Events & Hospitality and Post Room services, while working in close partnership with Soft Services, Security and Technical Services teams to deliver a seamless, safe and world-class workplace experience.

Acting as a trusted partner to the client, the role supports the implementation and evolution of the Workplace Experience strategy from a Corporate Real Estate and employee experience perspective. Through collaboration with key stakeholders, the Head of Workplace Experience drives service transformation, innovation and continuous improvement, ensuring the workplace remains aligned with evolving business needs, supports organisational culture and wellbeing, and reflects global best practice in workplace experience.

One Team, Competitive, Decisive

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

- Lead and inspire the Workplace Experience team to deliver a world-class employee, visitor and client experience across all workplace services, ensuring alignment with both Diageo and Sodexo strategic objectives.
- Develop and execute the Workplace Experience strategy, creating an environment that enhances employee engagement, productivity, wellbeing and brand reputation.
- Provide visible leadership, coaching and direction to all Workplace Experience colleagues, fostering a culture of service excellence, accountability, inclusion, innovation and continuous improvement.
- Own and manage Workplace Experience operational performance, ensuring services are delivered in line with contractual requirements, KPIs, SLAs and agreed customer experience standards.
- Act as the senior operational lead for all Workplace Experience services, ensuring seamless integration across Front of House, employee services, hospitality, events, helpdesk and workplace support functions.
- Build strong relationships with the C-suite and senior client stakeholders, executive leadership teams and service partners, acting as a trusted advisor on workplace experience, service innovation and operational excellence.
- Drive innovation and continuous improvement by leveraging employee feedback, workplace analytics and industry best practice to enhance service delivery and operational efficiency.
- Lead the development, implementation and governance of site development plans, change programmes and workplace transformation initiatives, ensuring effective stakeholder engagement and risk management.
- Take ownership of employee engagement results, creating and delivering action plans that improve colleague experience, team performance, retention and culture.
- Lead all people management activities including recruitment, onboarding, performance management, talent development, succession planning and recognition programmes.
- Promote health, safety and wellbeing as a core operational priority, ensuring full compliance with all statutory, client and Sodexo requirements and fostering a proactive safety culture.
- Ensure operational compliance with all company policies, legal obligations, workplace regulations, training requirements and quality assurance standards.
- Manage operational budgets, identify efficiencies and support commercial opportunities that drive revenue growth, profitability and value creation for both Sodexo and the client.
- Champion workplace hospitality principles, ensuring all employee, visitor and executive interactions reflect premium service standards appropriate for a global headquarters environment.
- Utilise data, insight and performance metrics to evaluate service effectiveness, identify trends and make informed decisions that improve workplace outcomes.
- Support business growth by identifying opportunities to enhance services, expand scope, improve workplace utilisation and introduce innovative experience-led solutions.
- Act as an ambassador for Sodexo's values of Service Spirit, Team Spirit and Spirit of Progress, promoting Sodexo as an employer of choice and strengthening relationships with local communities and stakeholders.

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

- Lead and develop the Workplace Experience team to deliver consistently high-quality colleague and visitor experience, ensuring resources, capability, and ways of working align to client and business needs
- Build strong relationships with client stakeholders, balancing evolving workplace expectations with operational excellence, service performance, and contractual commitments.
- Drive continuous improvement and innovation across workplace services, ensuring the employee and guest experience remains aligned with market-leading standards and client objectives.
- Ensure all services are delivered safely, compliantly, and in accordance with Sodexo, client, and regulatory requirements, protecting business continuity, reputation, and service quality.

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.

- Deliver a World-Class Workplace Experience Strategy
- Lead, Develop and Inspire High-Performing Teams
- Build Strategic Client Relationships and Influence Decision Making
- Deliver Workplace Transformation and Project Support
- Act as part of the Account Management team to build solid client relationships, drive innovation and reporting

5. Dimensions – Point out the main figures / indicators to give some insight on the "volumes" managed by the position and/or the activity of the Department.

6. **Job profile** – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position.

Essential

- Degree-level education (desirable)
- IWFM Level 5+ (desirable)
- IOSH Managing Safely (desirable)
- ILM/CMI Leadership qualification (desirable)
- Proven leadership of workplace or hospitality teams (+5 years senior role)
- Experience supporting senior executives and VIP visitors
- Strong client relationship skills
- Evidence of driving engagement, innovation and continuous improvement
- Commercial and contract management capability

Experience

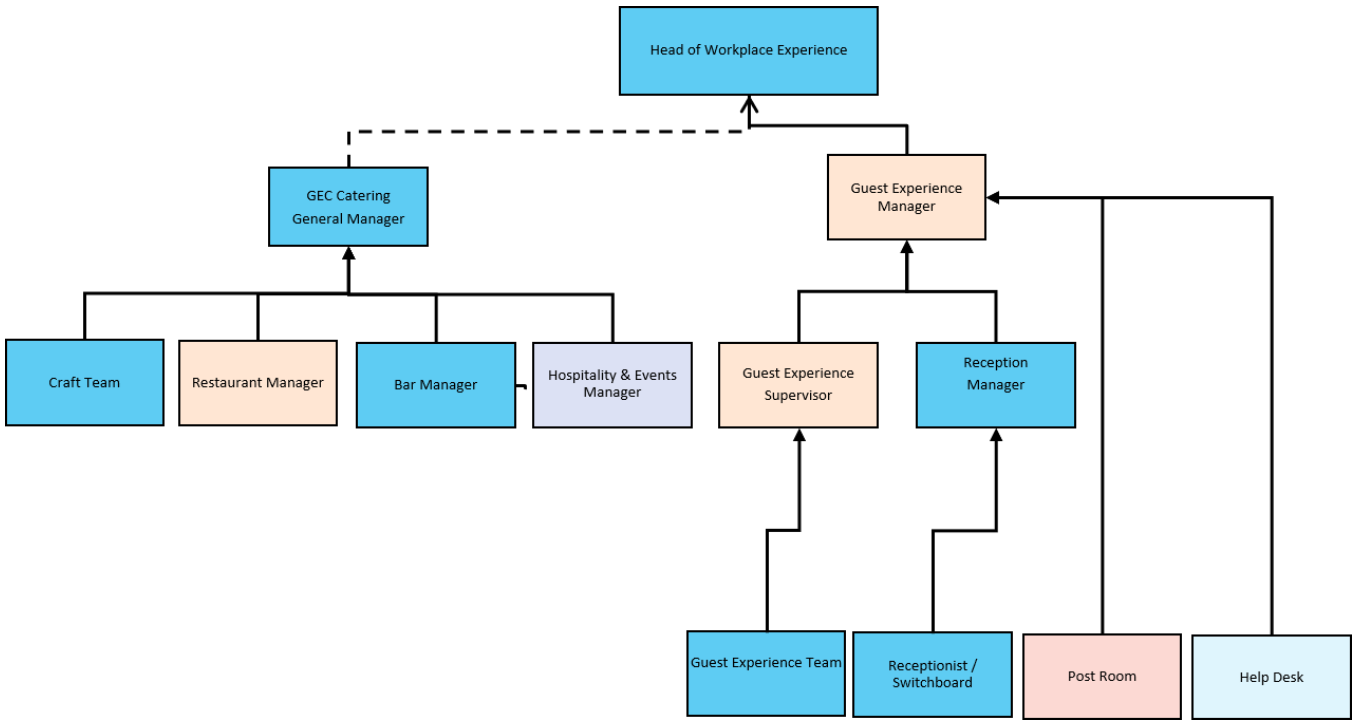
- Leading a multi-disciplinary Workplace Experience team.
- Providing services for C-suite stakeholders and global executive leadership.
- Experience within a premium corporate environment (HQ, banking, technology, FMCG).
- Hospitality-led service delivery.
- Contract and supplier management.
- Budget and commercial management.
- Employee engagement and experience programmes.

- Change and transformation initiatives.
- Data-driven service improvement and reporting.

Skills

- Workplace strategy
- Hospitality leadership
- Employee experience design
- Event management
- Financial acumen
- Health & Safety

7. Organization chart – Indicate schematically the position of the job within the organization. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



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

• Operational Excellence	• Communication & Influencing
• Drives Results	• Innovation and Change
• Client Relationship Management	• Talent Development
• Customer Focus	• Change Management
• Energise People	• Health, Safety & Compliance
• Shape the Future	• Decide Fast, Decide Smart

9. Management Approval – To be completed by document owner

Version		Date	10/10/2026
Document Owner	Tim Furnival		

10. Employee Approval – To be completed by employee

Employee Name		Date	