

Job Description:   
Floor Captain

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| Function: | Operational Services | |
| Position: | Floor Captain | |
| Date (in job since): | TBC | |
| Immediate manager  (N+1 Job title and name): | Customer Service Lead | |
| Additional reporting line to: | Customer Service Manager | |
| Position location: | Energy and Data Centre, Cambridge | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | |
| To be the first point of contact for building Customers who require facilities support. To seek opportunities for Continuous Improvement in the Customer Experience. To be an ambassador for Sodexo and the services that they provide onsite. This position requires a proactive customer focused individual with an ability to communicate and build relationships at all levels. The person needs to have excellent organisational and communication skills with the ability to challenge in order to further develop the service offer, financial and company procedures awareness advantages as the role does require company trading duties | | |

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| **2. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * Working with a range of different people, i.e. AZ Clients, AZ Customers, Sodexo suppliers, contractors and Sodexo colleagues * Flexibility and Adaptability in a variety of Facilities support * Keeping service consistency across the Cambridge Campus |

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| 3. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * To provide a 5-star customer service experience to users of an allocated floor plate area * To provide Meeting Room Technology support in terms of assistance with connection and trouble shooting * To ensure that the site rules are followed and to assist the building customers in adhering to these * To support the centralised AskFM bar where required to ensure face-to-face customer consultations are dealt with in line with customer experience standards * To support Live Chat when required to answer virtual customer queries in an effective and efficient manner * To monitor and service the vend hubs and stationery hubs in the allocated areas, top up consumables as required * To deliver Hospitality and clear away within Legislative guidelines * To provide an induction support to building users as part of the AstraZeneca new Starter Onboarding process * To have a full working knowledge of the building including all services and day to day office equipment * To triage meeting room faults to the dedicated AV Team or service partners * To ensure all meeting rooms are fully operational and are appropriately laid out for meetings * Support customers with meeting room familiarisation and pre-meeting set-up * To report all faults and issues to the Service Desk and relevant service partner as directed by the site services manager * Cover reception when required * Provide Deskside IT support where required * Conduct floor walks to ensure a high level of service delivery * To ensure that the designated floor plate is monitored throughout each hour * To be available at the floor captain touchdown station for 15-20 minutes within each hour (preference to be at a consistent time), to respond to messages from the message pad, face-to-face enquiries and emails from the generic inbox * Support and communicate to customers via the “Live Chat” software if available |

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| 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. |
| * Providing excellent Customer Service delivery in line with service agreements * Positive and professional relationships with key client stakeholders, customers and Sodexo colleagues * Ensuring that self, colleagues and customers are working within a safe environment. That any unsafe practices are raised to appropriate members of the team to rectify * To ensure that the site rules are enforced |

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| 5. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Proactive * Resilient * Good listener * Excellent interpersonal skills * Reliable and trustworthy * Can-do attitude. |

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| 6. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| |  | | --- | | * Ability to multi task | | * Excellent Communicator | | * Project Coordination skills | | * Experience of working within a team | | * Attention to detail | | * Ability to work on own initiative | | * Flexibility that is focused to delivering exceptional customer service | | * A hands-on approach | | * IT Literate | |

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| 7. Management Approval – To be completed by document owner |
| |  |  |  |  | | --- | --- | --- | --- | | Version | 2 | Date | February 2021 | | Document Owner | Jessica Hamill | | | |

**Employee Signature ………………………………………………………….. Date………………………………………………….**