

Job Description: Workplace Experience Lead



Function:	Facilities Management
Position:	Workplace Experience Lead
Date (in job since):	TBC
Immediate manager (N+1 Job title and name):	Workplace Experience Manager
Additional reporting line to:	Site Operations Manager
Position location:	Cambridge

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

This position requires a proactive customer focused individual with an exceptional eye for detail and the ability to communicate and build relationships at all levels. The person needs to be a forward thinker with a methodical approach, exceptional planning, and 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

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
- Come up to speed quickly on a complex stakeholder map spanning multiple organizations (Sodexo, AstraZeneca, Other Service Partners)
- Keeping service consistency across the Cambridge Campus

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

- To take responsibility for Front of House service stream and ensure that a 5 star customer service is experienced by all
- First point of contact for building occupants on facilities related queries
- To be visible to all users and build relationships with all levels of user
- To ensure the floor area is compliant to Health and Safety and environmental procedure
- Report all faults and issues to the relevant service partner as directed by the service manager
- Ensure working areas are kept clean and tidy
- Monitor and ensure appropriate levels of stock within Vending and Stationery hubs
- Work as part of the business support
- Oversee the completion of Health & Safety and Building Inductions for all visitors and new members of staff
- E-Profit knowledge for processing invoices, cash and stock takes
- Epos cashing up and banking of all monies, ensuring all company procedures are carried out

- Co-ordinate Facilities Assistant and Workplace Experience Coordinator duties
- To maximise resource through forward staffing planning and instilling a structured approach to daily routines
- To participate in recruitment and training activities to ensure correct skill set is in place and maintained
- To have a full working knowledge of the building including all services

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.

- To identify talent and encourage and support development within the team.
- To maintain the Personnel files and training records for the Workplace Experience team.
- Positive relationships with key client stakeholders 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
- Act as an escalation point for Front of House queries
- Compliance with all SLAs
- Building users supported to carry out their business seamlessly

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.

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

▪ Ability to work on multiple projects
▪ Excellent Communicator
▪ Project Coordination skills
▪ Reliable and trustworthy
▪ Excellent interpersonal 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
▪ Previous experience of working within facilities management (advantageous)
▪ IT Literate