JoB description

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| Position Title | **Business Services**  **Support** | Department | REFM Business Services |
| Generic Job Title | Business Service Support | Segment | Corporate Services |
| Team Band | Unbanded | Location | Shell London |
| Reports to | Business Services Manager | Office / Unit name | 80 Strand |

## ORGANISATION StRUCTURE

Head of Talent

#### Job Purpose

Providing a 5\* business service to the staff of Shell London. The upkeep and maintenance of all meeting rooms, printer points and general office areas to this standard. To offer a personalised service to the Shell staff and their visitors should they require meeting room, AV or any other support. Working in and with the post room in all postal services, and the provide support cover when required.

#### Accountabilities or “what you have to do”

* Support all functions within the Business Services workflow duties. Provide expertise and support to the other BSS and Mailroom operative roles.
* Meeting room upkeep, set ups, management of linked rooms, support and regular checks, including any AV support required and liaising with other Sodexo service teams as required
* Ensuring the general office and meeting room environments are clean, tidy and presentable at all times.
* Provision of mail and courier services
* Provision of portering service
* Cross trained on all aspects of the FM services Sodexo provides on the Shell Contract and able to provide support when required.
* Management of general building stationery, paper and printer hubs
* Full understanding of the scope of the Business Services and the wider FM provision.
* Deliver a consistent high level of customer service to all building users.
* Dealing direct with facility users and resolving any issues efficiently.
* Assisting and being part of the efficient operation of the RE team by providing internal cover in other departments, taking initiative in colleagues absence from work area and covering when required
* Observe H&S guidelines at all times, ensuring use of safety signs and barriers
* Comply with all Company and Client policies and procedures, statutory regulations relating to your work place, this will include but not limited to fire; health and safety; hygiene; working safely; CoSHH. Ensure the safety and security of company and client property
* Complete all records and audits as directed accurately and in timely manner
* Report any incidents of accident, fire, theft, loss, damage, unfit food or other irregularities to line manager, taking appropriate action where possible
* Report all complaints and compliments to line manager, taking action where practicable
* Actively support and promote the “One Team” ethos of working and supporting between departments.
* Managaing digital and personal lockers

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

* All customer requests and support completed on time
* Meetings rooms are all fully operational and linked rooms set and set down on time
* Any Planon tickets attended and completed within specified SLAs.
* All incoming and outgoing postal services completed within required time frames
* Deliver a consistent level of service, within the Company's standards, to the contract specification and agreed performance, qualitative and financial targets.
* A positive working environment where the ‘One Team’ culture is evident and actively followed
* Work to and comply with all Shell KPIs.
* All tasks completed within service levels
* Comply with Company and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH.

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#### Skills, Knowledge and Experience

Essential

* Experience of working in multi tasking environment
* Audio Visual and Events coordination
* Able to communicate on all levels, excellent customer care skills
* Presentable and personable
* Knowledge of H&S
* Attention to detail
* Problem solving with AV and 1st fix
* Good IT skills and knowledge

Desirable

* Reception/ Mailroom/FOH custoerm service role experience
* Previous experience of working in a similar service environment via a multi-skilled workforce to blue chip organisations or within prestige environments with a strong focus on customer service.
* Relevant training, qualifications and experience to deliver services in line with legislative and statutory requirements (where relevant) and industry best practice.

#### Contextual or other information

* Any reasonable request from a member of the Sodexo management team
* Attend any training and meetings as requested some of which may be outside your normal working hours or at a place which is not your normal place of work
* To cover different shifts and departments where practicable, some which may be short notice

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| Version | 1 (Shell 80 Strand) | Date | 29/07/2016 |
| Document owner | Tracey Condon | | |

Name & signature ………………………………………………………………………

Date ……………………………………………………………………….

Line Manger ……………………………………………………………………….

Name & signature

Date