

Job Description: Workplace Experience Coordinator



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

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

To be the first point of contact for building users who require facilities support. 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.

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 AZ South contract

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 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
- Respond to Customer queries via email, on the phone and face-to-face in a timely and priority-driven manner
- To be available at the floor captain touchdown station for approximately 15 minutes within each hour (preference to be at a consistent time)
- Maintain accurate records for loan and issue of office equipment and other administrative duties
- To ensure that the site rules are followed and to assist the building users in adhering to these
- To report all faults and issues to the relevant service partner as directed by the site services manager
- 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 work as part of the business support team and use the maintenance helpdesk to log and close out work orders
- 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
- Conduct floor walks to ensure a high level of service delivery
- Effectively communicate with both Customers and colleagues and engage in team briefing meetings
- Support Logistics teams with mailroom duties and shuttle driving duties as required
- To support the catering team with servery, cash handling and stock-taking duties as required
- Carry out any reasonable task as directed by management

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 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 a Brand Ambassador and represent Sodexo positively and professionally in all behaviours
- Contribute to Continuous Improvement to ensure Sodexo are service industry leaders

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
- Willingness to learn meeting room technology connectivity (training given)

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
▪ Work knowledge of Microsoft Packages (Office, Excel and Outlook)
▪ Full UK Driving Licence (advantageous)

7. Management Approval – To be completed by document owner

Version	1.0	Date	30/10/2019
Document Owner	Jessica Hamill		

8. Employee Approval – To be completed by employee

Employee Name		Date	
---------------	--	------	--