

# Job Description

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Job title	<b>Workplace Consultant (TBC)</b>	Date
Reports to (title)	<b>Head of Workplace</b>	
Contract/Department		Revision
Location		

## Job purpose

Helping to achieve our ambitious goals, this new role will support the organisation in the development, delivery and growth of its Workplace Solutions business. Working across our Client accounts, proactively identifying workplace challenges, providing industry leading guidance on potential solutions and improvement opportunities.

Working closely with on-site internal and external stakeholders, you will lead on data capture, insight creation and solution delivery to meet both EMCOR and the Clients objectives and targets.

## Duties/responsibilities/accountabilities/deliverables

- Supporting the Head of Workplace driving EMCOR's objectives and targets in delivering Workplace Solutions to our existing and future customer base.
- Acting as a point of contact for our customers workplace strategy-related issues, serving as the key interface for the client and project team on chosen accounts.
- Develop and promote workplace experience strategies, in line with business needs.
- Complete workplace assessments, providing feedback and a product consultation, identifying services/products required in support of improvement programmes.
- Drawing on latest industry thinking and wider EMCOR UK capabilities, guiding clients through our process, identifying areas for support and developing these into working projects, which meet client objectives and best practice.
- Build and own strong relationships within Client organisations to understand how the workplace is supporting the business strategy. Bringing new insights and solving problems using your experience, relationships and analytical abilities.
- Engage with people undergoing change and manage their experience.
- Conduct and analyse quantitative and qualitative data from research, such as employee experience surveys and space utilisation studies.
- Analyse research from internal and external sources and develop into a workplace project brief.
- Provide full feasibility studies of project proposals to improve the workplace experience across the customer account, identifying the cost/benefits for each.
- Apply Key Account Management principles in order to foster good working relationships at every level.
- Develop customer-focused workplace strategies aligned with clients' strategic objectives and industry best practices
- Support the FM account teams in the creation of Continuous Improvement models in order to drive demonstrable on-going value to the client, using the insights and data sources available.
- Support the on-site teams to deliver workplace projects.
- Stay abreast of industry research, market trends, and technological advancements to inform decision-making and strategy development.

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What you will be doing.

- You will be working across 4 / 5 national customer accounts.
- Supporting our customers to identify and understand their current workplace issues (e.g. space utilisation, geographical location, RTO strategies, workplace experience etc.)
- You will identify methods of obtaining additional data to support an evidence-based-decision making process.
- You will manage the process of deploying data solutions (occupancy sensors, workplace experience surveys) working with preferred suppliers to deliver these products.
- You will analyse the data, overlaying it with other data sets where possible, to find the insights required to make recommendations for change.
- You will prepare presentations/reports or other collateral material to share your insights/recommendations and present.
- You will identify requirements for third party support, managing fee proposals and purchase orders and relationships.
- You will create project proposals and work closely with the on-site account teams to affect and deliver change.

## Resource responsibilities

## Person specification

- Ideally a member of a recognised Workplace/FM professional body (eg. IWFM / IFMA, RICS)
- Proven track record of leading successful workplace strategy projects, from conception to implementation.
- Ability to manage several customers working on concurrent projects, under tight time frames whilst meeting customer expectations.
- Proficient in workplace assessment tools (for example; The Leesman Index) with strong analytical skills an attention to detail. Comfortable in translating large data sets into compelling insights.
- Ability to interpret data quickly, understanding the real-life application of your analysis.
- Demonstrates strong stakeholder-management skills and can build trust and partnerships with various associates while understanding their needs and perspectives.
- Great communication skills; both oral and written.
- A high level of initiative, self-motivation, resourcefulness, and patience
- Ability to present clearly and with passion to a high level.
- It is not essential to have Design / CAD skills however the ability to read, review and understand all types of drawing information for key metrics is required.
- Softer skills relating to gaining business buy in/stakeholder management, relationship building,

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being confident to lead client conversations.

- Confident to sell the workplace proposition.

## Other factors relevant to the job

Line Manager <i>Signature</i>	
Print Name	
Date	

Job Holder <i>Signature</i>	
Print Name	
Date	

FOR HR USE ONLY:					
Job Grade		EMCOR Competency Level		Training Profile UTC	