

Job title	Workspace Support	March 2026
Reports to (title)	Facilities Lead	
Contract/Department	Sky Spaces	Revision 1.0
Location		

Job purpose

Describe the overall purpose of the job in two or three sentences.

As a Workspace Support you will be the face of Sky Spaces, creating a warm, professional and engaging environment for our people and visitors. You will ensure the front-of-house and communal areas are maintained to an exceptional standard and that all services run smoothly day-to-day.

Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

- Meet and greet visitors attending site, including contractors.
- Be a professional ambassador for the customer and EMCOR UK.
- Undertake site inductions for new contractors to site.
- Schedule, oversee and escort as necessary external contractors in line with the customer's procedure.
- Liaise with the helpdesk and engineers to arrange PPMs so as not to impact site operations.
- Provide guidance and assistance, including any relevant health and safety information.
- Issue of visitor passes where there is no onsite security function.
- Point of contact for the Facilities Coordinator and Sky Spaces Regional Facilities Manager, keeping them informed of issues across the site and progress to address/resolve.
- Maintain communication with all other service lines to ensure seamless delivery to building occupants.
- Share knowledge between the team as an ongoing form of communication and learning.
- Liaise closely with all FM service teams to ensure that consistency standards and a professional image are maintained across the designated areas.
- Co-ordination and collation of management information as required.
- Assistance with queries either in person, by email or telephone in a professional manner.
- Ensure all tasks are logged with the helpdesk and a record of all tasks is kept up to date and managed through to completion, proactively escalating any issues.
- Carry out validation on completed and closed jobs.
- Ensure correct signage is in place, updated and removed as appropriate, including noticeboards.

- Attend to any building-specific requirements as agreed with Line Manager; seek approval prior to undertaking new responsibilities within buildings.
- Manage any incoming post, ensuring accountability and distribution within the building.
- Carry out site audits to ensure workspace standards are maintained (H&S, fire evacuation routes, first aid, cleanliness).
- Responsible for health and safety in designated area of responsibility to ensure that any unsafe items/areas are dealt with immediately and safe working practices are adopted and followed.
- Ensure a tidy and clean appearance throughout designated area of responsibility.
- Manage inventory of supplies (stationary, consumables), conduct stock-taking and replenishing of supplies as required.
- Key management may be required where there is no onsite security provision.
- Comply with any reasonable adhoc duties and requests through your line manager.

Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

Not applicable.

Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

Professional Requirements

- SIA licence holder
- Knowledge and experience of facilities management in practice and in high-end, complex environments
- Experience in media and broadcast environments advantageous
- Good knowledge of building operations and associated guidelines, including health and safety (IOSH or NEBOSH qualification desirable)
- Excellent organisational and people skills
- The ability to monitor and maintain high standards of excellence in areas of quality, safety, operational performance and customer service
- Competent in the use of IT applications i.e. Word, Excel and Power Point

Personal Requirements

- Demonstrate empathy with customers, an ability to quickly grasp their needs
- Possess energy and infectious enthusiasm to deliver
- Demonstrate the ability to work in fast paced environments and to tight timescales
- Demonstrable ability to communicate effectively, verbally and on paper/electronically

Job Description

- Possess determination and resilience to achieve objectives and targets when faced with challenges

Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

This role is site based in Sky Spaces locations. Out of hours working may be required from time to time and overtime will be paid in accordance with terms and conditions of the role.

Confidential information may be accessed and handled as part of the role; no confidential or sensitive information should be shared with any unauthorised person at any time.

Line Manager Signature	
Print Name	
Date	

Job Holder Signature	
Print Name	
Date	

<i>FOR HR USE ONLY:</i>					
<i>Job Grade</i>		<i>EMCOR Competency Level</i>		<i>Training Profile UTC</i>	