

Job title	Workplace Co-ordinator	Date Sept 2025
Reports to (title)		
Contract/Departmen	Revision 1	
Location		

Job purpose

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

The Workplace Co-ordinator will act as a primary point of contact which complements the helpdesk function, ensuring a cohesive and connected workspace that supports productivity and well-being. They will proactively log issues to minimise the number of issues building users need to report. They engage in order to create a seamless, connected, and highly functional environment that enhances customer productivity and visitor experience. The role is a focal point that requires seamless collaboration with other teams to resolve issues and maintain standards.

The Workplace Co-ordinator should be helpful, friendly, visible and approachable to colleagues. A problem solver anticipating needs and issues to provide proactive solutions. Someone who takes pride in their work and provides service with a smile while taking onboard issues with a positive attitude. They build and maintain relationships with floor occupiers. Help with community building by building relationships with staff on their assigned floors and help with staff events on the floor.

The ambition is for this role to proactively deal with workplace issues so that in many cases our customers don't even need to report them as the Workplace Co-ordinator is already on top of them to improve the quality in our staff workplace experience. They listen to and understand the needs of colleagues to provide feedback for continuous improvement. They champion operational sustainability and work collaboratively with other Workplace Co-ordinator's to ensure consistency and standardisation.

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.

- Proactively listen, record lessons learnt and audit the environment continuously
- Keeping a tracker of escalated issues
- Chasing up on work orders where the end user escalates the issue
- Keeping meeting rooms tidy
- Conduct floor walks to ensure all areas are clean, tidy, and meet the required standards.
- Oversee meeting room standards, ensuring cleanliness, proper setup, and basic functionality of IT equipment.
- Conduct frequent audits to ensure all workstation equipment and furniture are in place, functioning correctly, and meet the required standards.
- Maintain a visible and accessible presence both in person and online by e-mail and CAFM calls logged
- Address minor issues (e.g., cleanliness, tidiness) immediately and directly.

- Log and follow through on more complex facilities and IT issues to ensure positive resolution.
- Ensure consumable items in print areas, stationery cupboards, and kitchenettes are restocked from supplies provided by the Buyer
- Engage with cleaning, maintenance, and IT teams to maintain standards and promptly resolve issues. Record issues on CAFM or other systems to maintain audit trail.
- Assist with on-site workspace information and tasks for new starters and leavers, including office familiarisation, health and safety, and locker management.
- Monitor and report on floor and meeting room occupancy, utilization, and environmental factors using monitoring tools supplied by the Buyer.
- Assist on site facilities team with any ad-hoc requests and assistance.

Resource responsibilities

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

Oversee subcontractors whilst working on site

Update CAFM system on reactive repair requirements, liaising with the on site team and off site schedulers to ensure jobs raised and closed in line with processes and SLA's.

Person specification

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

Skills

- Excellent customer service skills
- Good professional communications skills verbal and written
- Good active listening skills to capture feedback and understand root causes of issues
- An ability to build trust and rapport with customers
- Take pride and responsibility for the workplace they are responsible for
- Able to handle sensitive situations and diverse personalities with discretion.
- Proactively looks for issues to resolve and ways to help

- Remains calm, positive, and professional under pressure or when dealing with challenging requests.
- Keen Eye for the detail of the workplace
- Able to manage multiple tasks
- Resourceful and practical, able to fix minor issues directly or call on others when needed
- Builds relationships with other teams
- Works collaboratively with other to share best practices and standardise processes

Desirable Experience

- Experience in managing meeting rooms and facility operations.
- Handling a wide variety of requests under pressure.
- Working in a customer-facing environment which was service orientated and problem-resolution under pressure
- Ability to manage spaces and keep them clean and tidy
- Experience in inventory management
- Direct customer engagement.

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.

Flexible working when required between hours of 0700-1900 Monday-Friday
 Work overtime as and when required

Line Manager Signature	
Print Name	

Job Description

Date

Job Holder

Signature

Print Name

Date

FOR HR USE ONLY:

<i>Job Grade</i>	<i>EMCOR Competency Level</i>	<i>Training Profile UTC</i>	