

# Job Description

<b>Job title</b>	Workplace Coordinator	<b>Date</b> 27.03.25
<b>Reports to (title)</b>	RFM	
<b>Contract/Department</b>	BBC	<b>Revision draft</b>
<b>Location</b>	The Tun Edinburgh	

## Job purpose

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

**Purpose:** The post holder will be primarily responsible for the day to day operational delivery of the Customer Service Experience ensuring exceptional customer interaction in a professional environment, constant service improvement and development - leaving all staff, visitors and members of the public with a positive, professional and lasting impression of the site and services

Have operational knowledge of all processes and requirements provided within BBC Edinburgh

## 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.

- Responsibility for the day to day running of Radio Studio's and TV Mezzanine Camera.
- Co-ordinate bookings for Reception Radio/TV Studio's and organise Reception Staff for Out of Hours Meet and Greets.
- Liaise with Radio Planning to ensure smooth running of Radio Studios.
- Liaise with TV/Radio Programme Production Teams to ascertain any requirements needed pertaining to Guests / Interviewees.
- Allocate Hot Desks in Reception for visiting members of Staff.
- Raise Work Orders and follow financial processes/reporting requirements
- Compiling and issuing Building User Guides.
- Work closely with the on-site team to ensure successful operation of the reception area at all times
- Effectively administer the access system
- Ensure F reactive enquiries are completed to satisfaction and closed out in the appropriate timescale.
- Carry out proactive checks throughout the day on all aspects of the business.
- Manage all aspects of H&S in common areas, (non-production areas), to ensure a safe working environment for all users of the premises, offering sound and proficient advice in accordance with contractual requirements.
- Undertake quality and KPI audits.
- Responsible for incident management reporting and implementing escalation procedures as required.
- Fire Evacuations – in the event of an evacuation act as the incident control officer/ fire warden.
- Liaising with the client at a local level on a daily basis.
- Monitor and manage customer perception and satisfaction.
- First Aid – maintain all supplies for common areas
- Churn – assist BBC Staff with any minor office moves
- Waste Management is managed in conjunction with BBC / Workplace targets
- Permit Office – on site liaison between contractors and permit office.

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- Signage- ensure all site signage is current and compliant.
- To assist visitors, audience members, VIP's and general public in their use of reception space and the site
- Ensure the Reception diary is up to date at all times to ensure smooth running of system
- Ensure the kitchen are clean and well stocked with all supplies.

## Resource responsibilities

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

No direct reports.

Site Service Partner Management- ensure that service standards are maintained at the appropriate level and that contract commitments are met.

## Person specification

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

### Skills required:

- Good planning, organisational and communication skills, with excellent interpersonal skills
- Able to work under pressure and meet deadlines.
- Must be flexible and a sense of teamwork is essential.
- Excellent client relationship building skills
- Methodical worker
- Ability to work within team but self-motivated to work unsupervised when required.
- To be able to work under pressure to balance conflicting deadlines is essential.
- Good Health and Safety knowledge
- Self-motivated, resourceful and resilient
- Understanding business and operational needs
- Must be IT literate

### Desirable Qualifications

- IOSH
- First Aid Certified

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- Fire Precaution Training

**Experience with:**

- Finance systems
- Fire Warden duties
- Switchboard systems

## 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.

Shift Pattern, on rotation with 3 colleagues:  
 Rota is :  
 Mon – Fri 0600hrs -2200hrs  
 1 weekend in 4 - Sat 0700hrs -1800hrs, Sun 1200hrs -1800hrs.

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

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

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