

Job title	Workplace Coordinator	Date 27.03.25
Reports to (title)	RFM	
Contract/Department	BBC	Revision draft
Location	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.

- 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 will 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

- 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.

Line Manager Signature	
Print Name	
Date	

Job Holder Signature	
Print Name	
Date	

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