

Job Description

Job title	Workplace Support Co-Ordinator – Tier 2 sites	Date
Reports to (title)		
Contract/Department		
Location		

Job purpose

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

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(s) and services.

To support and coordinate all FM services ensuring that the site (s) are set up and ready for business allowing the customers to focus on delivering their key objectives.

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.

Customer & Visitor Liaison

- Deliver excellent and professional customer service
- To be a professional ambassador for the BBC and EMCOR
- Establish good working relationships with the customers to be recognised as the natural go to person and a trusted partner.

Administration

- Co-ordination and collation of management information as required.
- Assisting with staff queries both in person, by email or via 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.

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- Consumables management – stock taking, ordering, replenishing to always ensure available.

Health and safety

- Liaise with and assist the BBC team as regards company H&S policies & procedures
- Responsible for health & safety in designated area of responsibility to ensure that any unsafe items/areas are dealt with immediately and ensure all people always adopt safe working practices as reasonably practicable and noticeboards Refreshed.
- Ensuring a tidy and clean appearance across the floor, at desks, collaboration spaces and break out areas.

Audits

- Conduct across all service lines to ensure workplace standards are maintained at all times i.e. cleanliness, maintenance, replenishment.
- Innovate – look at ways to streamline business processes and create the most effective environment for the customer/client.

Teamwork

- Maintain constant communication with all other service lines to ensure seamless delivery to building occupants.
- Sharing 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.
- Ensure all tasks are logged with the helpdesk and a record of all tasks is kept up to date and managed through to completion
- Present team Talks
- Updating on call and on shift rotas.

Supplier management

- Meet and greet contractors on site.
- Undertake site inductions for new contractors to site.
- Schedule, oversee and escort when necessary external contractors in line with the client's procedure.

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- Liaising with the schedulers and engineers to arrange PPMs for correct days

Please note this list is not exhaustive and you will be expected to comply with any reasonable ad hoc duties and requests.

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.

Person specification

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

- Experience of working in a corporate or creative environment and communicating effectively at all levels of the organisation
- Educated to GCSE standard with passes in English & Math's
- Good planning, organisational and communication skills with attention to detail
- Excellent interpersonal skills
- Excellent written and spoken communication skills
- Be confident, approachable & self-motivated
- Able to work under pressure and meet deadlines.
- Must be flexible and a sense of teamwork is essential.
- Excellent client relationship building skills
- 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 (Health and Safety ISOH/Nebosh qualification desirable)
- Self-motivated, resourceful and resilient

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.

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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>