**ROLE PROFILE**

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| **Role** | **Workplace Concierge** |
| **Location** | **London** |
| **Band** | **2** |
| **Hours** | **Full Time (35 hours)** |
| **Purpose of Role** | This is a new and exciting role to support our London Office. It will offer you an opportunity to take ownership and responsibility of front and back-office services, customer experience as well as daily visitor and guest management. You will be the first point of contact for anyone who enters our office, ensuring they are met in a professional, safe and friendly manner. Good customer service is crucial to this role ensuring that tasks are carried out to the highest standard and in a timely manner. Reporting to the Facilities Team Manager you will be responsible for coordinating the day-to-day workplace activities are carried out in line with leading practices taking into consideration the needs of the business. Occasionally you may be required to work on the Facilities Helpdesk. The role requires daily supplier and Landlord’s Team engagement, working together to resolve issues and support daily activities onsite. |
| **About you and Responsibilities** | * You are an energetic, enthusiastic person who is passionate about people and creative environments and who strives to deliver excellent results.
* You are an excellent team player who works collaboratively and creatively to enhance and improve service delivery including working with other business support functions.
* You are a supportive, inclusive, and empathetic team member who demonstrates integrity, confidence, and professionalism.
* You will have excellent Verbal and Written Communication skillset.
* You will enjoy engaging with suppliers, conducting quality audits and ensuring suppliers’ activities are seen through to conclusion in line with business needs.
* You will have a broad working knowledge of Workplace administration.
* You are a champion in recycling and energy efficiency strategies, provide feedback and suggested improvements.
* You will have knowledge of Health, Safety and Environmental regulations, championing positive and safe culture within the workplace.
* You will be proactive in coordinating site inductions, workstation assessments, Fire Marshal, and First Aider training & Emergency procedures.
* You will support and contribute to the purchasing process for the Facilities team.
* You will enjoy working with other team functions such as, but not limited to Post, Couriers, Reception, Security monitoring, Cleaning, Catering, M&E, Stationery & office supplies ordering.
* You will have strong communication skills; time management and landlord/vendor engagement skills are a must in this role to ensure the continued high standards are maintained both front and back of house.
* You will provide absence cover where necessary for other FM team members.
* You will ensure reception duties, employee access cards, visitor welcoming and use digital technology for registrations.
* You will assist in all in-office catering/stock take & coffee points replenishment. Including taking food deliveries and distributing around the office.
* You will be responsible for room and desk scheduling through our booking platforms.
* You will arrange access to parking/cycling bays/lockers/showers within our premises and landlord communal areas.
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| **About the Team** | The purpose of the team is to provide excellent workplace services to the customer by improving the quality of life of its people, property and productivity of MO’s core business. The team are ambassadors for leading practices in the workplace and safety across the business, working collaboratively with colleagues located in other UK locations. |
| **Preferred minimum requirements** | * IWFM Membership, working towards award/certification.
* IOSH: Working Safely.
* Previous relevant facilities/receptionist experience.
* Proficient with Microsoft Office
* Knowledge of CAFM systems and be familiar with using other workplace applications such as but not limited to BMS/access control/visitor & desk booking systems.
* Experience of working with landlords, contractors/suppliers and monitoring of their service standards.
* Experience of working to Service Level Agreements.
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