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| **Role title:** | Workplace Experience Manager | **Responsible to:** | Group Facilities Operations Manager |
| **Division:** | Finance, Strategic Planning and Corporate Services  | **Department:** | Business Services |
| **Direct Reports and Level:** | 3 Direct reports (2.0FTE) | **Scope:** | Business and Facilities Services – Global  |
| **Scale:** | 3 PeopleN/A Budget  |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Implement 2  | **Role Family** | Group Corporate Functions  |

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| **Overall Role Purpose** |
| The purpose of the role is to manage and enhance the Workplace experience of colleagues, members and Visitors by the successful operational delivery of soft services functions (including Housekeeping, grounds maintenance, manned guarding, Front of House and Post) across the Leeds site and our Hubs globally. The role is accountability for ensuring customer focussed service delivery and contractual compliance to ensure that the Office is maintained in an efficient functional order and a safe and clean working environment for visitors and colleagues. In addition, the role supports Tenant Management across the MPS Group to enhance services to our Members and optimises operational cost effectiveness.  |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational*** Support the delivery of the end to end Business Services strategy ensuring that activities comply with the necessary regulatory and legal standards and are in accordance with any policy standards and risk frameworks set by Council.
* Own and manage within SLA cleaning, front of house and post for Leeds site and ensure contingency plans are in place and provide a good Member experience
* Work as part of the Business Services team to share ideas and improve operation, recommending, supporting and implementing continuous improvement activities as well as process and procedures.
* Increase site operational effectiveness, improve on service delivery, and cost control driving KPI’s, ensuring Health & Safety and Environmental requirements are adhered to.
* Take the lead in tenant management ensuring effective delivery and suitable cost control.
* Own and manage Hub delivery ensuring consistency , fiscal responsibility and excellent stakeholder engagement
 | * Procurement and Facilities Governance framework in place and being actively managed
* Divisional engagement index vs plan
* Divisional leadership index vs plan
* Policy compliance and audit
* Helpdesk SLAs/Feedback
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| **Member*** Support the development of all necessary systems, policies ensuring effective risk management controls are in place, establishing audits, controls and other Health and Safety systems to ensure that services are complaint with legislation and which enable safe office environments for Members.
* Seek opportunities to improve ways of working such as systems and processes to improve working practice and drive operational efficiency and outcomes for a good Member experience.
* Management and reporting and monitoring of performance and costs, controlling spend and budgets, for Member benefit.
 | * Stakeholder feedback via helpdesk
* Helpdesk SLAs
* Net Promotor Score
* Member feedback
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| **People*** Build effective relationships with building management teams, colleagues and tenants to ensure effective service delivery and alignment to agreed SLA’s.
* Lead, coach and mentor colleagues both within own team and other matrix teams and support learning interventions such as the Academy to maximise the potential of all colleagues and the quality of our service to Members.
* Take personal accountability for own training, competence, performance and engagement of self and colleagues ensuring clarity on own accountabilities and comply with all governance, policy standards and processes.
* Take the lead on promoting a more inclusive environment, which aligns with our commitment to celebrate and promote diversity.
 | * Engagement Index Vs MPS
* Leadership index Vs MPS
* Inclusion Index Vs MPS
* HR metrics – attrition, absence
* Compliance with Training and Competence Schemes (where required)

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| **Risk*** Create an environment where all colleagues recognise the importance of risk identification and building management
* Deliver a consistent level of service across soft service to MPS standards and agreed KPI’s, qualitative and financial performance so as to enable resolution and mitigation of potential impact on MPS, Members and colleagues
* Ensure appropriate business processes and controls are in place to manage the Business Services team within risk appetite; comply with policies and regulatory requirements (as applicable).
* Comply with applicable professional ethical guidance and all relevant internal policy and procedures, including those relating to health and safety, data protection, IT security and all those contained within the staff handbook
 | * Risk and Control Self-Assessments
* Audit Actions
* QA Outcomes
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| **Responsibilities (RACI)** |
| * Ensure that designated buildings, facilities and service delivery are fit for purpose and provide proactive support and solutions when required.
* Manage production and update of procedures and protocol documentation where necessary
* Manage contractors on site and ensure they meet legal and company requirements, including Health and Safety documentation and delivery of contractual requirements
* Management, reporting, and monitoring of performance and costs, ensuring costs and expenditure are within budgeted levels.
* Monitoring adherence to policy and procedures; reporting this to relevant managers across the business and liaising to resolve breaches.
* Work flexibly to meet the needs of the business including responding to any adhoc emergencies..
* Undertaking other duties and tasks that from time to time may be allocated to the role holder that are appropriate to the level or role.
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| **Key Governance Responsibilities** |
| * None
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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking | Leading Others  |
| Building Capability in Self and Others | Leading Others |
| Influencing Others | Leading Others |
| Collaborating for Results | Leading Others |
| Leading Self and Others | Leading Others |
| Commercial and Risk Thinking  | Leading Others |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * Knowledge of health and safety legislation
* Knowledge of facilities management and soft services
* IOSH qualified or equivalent
* Knowledge of tenant management
 | * Ability to understand data, identify trends and prepare reports
* Clear thinker and an ability to flex to the role demands
* Excellent attention to detail.
* Ability to communicate clearly and effectively.
* Good IT skills
* Understanding on key business issues and comfortable with challenging conversations.
* Proven experience in employee training and development and management of subcontractors
 | * Track record of success with strong client relationships
* Proven strategic thinker with the ability to deliver and facilitate change
* Experience of implementing health and safety legislation
* Previous experience in auditing
* Experience of formulating plans and monitoring service providers
* Experience of working with a budget and financial acumen
* Estates Management experience working with Landlords and tenants
* Experience of leading or coaching/mentoring others
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| **Desirable** | * Project Management Qualification
 | * Planning and project management skills.
 | * Experience of business moves and changes
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