

Job title: Workplace Supervisor

Line manager: Workplace Operations Team Manager

Grade (if applicable): 4

Direct reports: 4



Role purpose:

One of our core priorities across all parts of the business is delivering an excellent experience every time to every customer, internal and external.

The Workplace Support Team is a multifunctional team responsible for supporting Facilities Colleagues, Peabody Colleagues and our Residents.

As a key member of the Facilities and Workplace Team, you will supervise the Workplace Coordinators across Houghton Hall and Ealing Gateway.

You will have a passion for delivering exceptional customer service, a keen eye for detail and a willingness to turn your hand to a wide range of tasks, in order to ensure a safe, comfortable and professional environment for visitors, customers and colleagues alike. Flexibility in this role includes a willingness to travel regularly to other workplaces within the organisation.

Key results:

Supervisory responsibility:

- Supervise the local Workplace teams to deliver effective local operations, providing feedback and reporting on activities in support of the Workplace Operations Team Manager.
- Delegating tasks and managing workflow to your team, ensuring cover is in place across sites based on workload and staff availability.
- Liaising with other Workplace Supervisors to ensure cover and consistency across the one team.
- Training new team members across the team as required.
- Reviewing performance and providing support to team members
- Ensuring KPIS for team are met and reporting is completed on time

Areas of Operation:

Front of House:

- Greet all visitors in a professional and warm manner.
- Solve or delegate customer queries, take payments, programme and issue entrance fobs and access passes.
- CCTV management.
- Courier management.
- Record visitor numbers and details, documents and payments received, incoming and outgoing keys and fobs.

Administrative:

- Administer various Workplace inboxes, responding to a wide range of requests promptly and efficiently.
- Administer the Electronic Document Management (Scanning) system in a timely and confidential manner, adhering to agreed turnaround times and setting expectations with colleagues.
- Maintain a close working relationship with contractor accounts allocated to you, managing supplies of goods and services through use of the electronic procurement system, and processing subsequent invoices.
- Process archiving requests, ensuring GDPR compliance and adhering to Peabody's retention schedule.

Version Date:

Signed off by:

- Post room duties (incoming and outgoing), always maintaining confidentiality.
- Maintain parking database and related requests.
- Manage meeting room bookings.
- Train new colleagues.

Facilities Management:

- Carry out Health & Safety inspections and keep records of actions.
- Fire Marshal duties.
- Daily cleaning and condition checks of boardroom and meeting rooms.
- Ensure supplies of stationery and other consumables are maintained and ordered regularly.
- Liaise regularly with cleaning and maintenance contractors.
- Deliver post, parcels and other items throughout the workplace.
- Assist with room set ups/set downs, ensuring Peabody's Manual Handling policy is always adhered to.
- Assist with other FM tasks in the absence of the Technical Services Coordinator, some of which may be manual tasks.

Success metrics:

- Observations of excellent customer service to internal and external customers.
- KPIs met
- Effective cover of operations across all locations.
- Proactive and solutions focused.
- Keep an immaculate Front of House area free from clutter and personal items.
- Successful records and reporting.
- Accounts up to date and invoices paid.
- All H&S checks up to date and reported to relevant team for rectification.
- Couriers requested in time for delivery deadlines.
- Completion of daily reports, scanning and document allocation.
- Completion of requests that come in from internal and external customers both face to face and via email.
- Keep archiving maintained and destruction up to date.
- Meeting rooms are booked and set up for colleagues in a timely fashion.

About you

You will be:

- A supportive and organised Supervisor for your team, totally committed to delivering excellent customer experience – embodying our values every day in the way you deal with customers and colleagues.
- Personable, professional, proactive and flexible.
- Excellent at prioritising, managing your time and workload effectively to ensure all business essential tasks are completed daily, taking ownership and being accountable for your own areas of responsibility.
- A team player, in a team with extremely high standards; able to work collaboratively and communicate with colleagues and others at all levels and demonstrating a willingness to “roll your sleeves up” to get the job done.
- Professionally presented and willing to adhere to a required uniform and dress code.
- Willing to travel to other workplaces within the organisation, in order to cover absence.

You will have:

- Proven experience of administrative work in an office environment, being able to keep a high level of detail whilst undertaking repetitive tasks and be a confident user of all Microsoft Office applications.
- An understanding that as this role is customer facing role that requires being in the office.

Version Date:

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- Experience of supervising Colleagues (desirable)

This role is subject to a basic DBS check.

Colleagues are responsible for their own health and safety, ensuring a safe working environment for everyone.

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