



Job Profile

Job Title: Senior Workplace Services Coordinator

Directorate: Business & Finance Services

Reports To: Regional Workplace Services Manager

Matrix Reporting To: N/A

Disclosure Check Level: N/A

Date created/last reviewed: April 2024

Overall Role Purpose

The Senior Workplace Services Coordinator helps people with sight loss to live the life they choose by coordinating the delivery of safe, appropriate, quality, and cost-effective facilities and building management services at the nominated freehold location.

The role is responsible for ensuring the workplace environment is compliant with current building and health and safety legislation. It coordinates on-site reception and maintenance services as well as overseeing health & safety, business continuity, sustainability, and fleet management activities at the site.

Key Responsibilities

- Manage the site Workplace Services team, providing support and direction through clearly defined objectives, regular 1-2-1s and professional development plans.
- Coordinate the provision of reception services through direct cover as well as support from the Reception Coordinator and site Operations Support Coordinators.
- Coordinate the delivery of quality, cost effective and compliant hard and soft facilities management services, in-line with Guide Dogs standard operating procedures.
- Coordinate site health & safety, ensuring compliance with statutory testing/inspection as well as ensuring Guide Dogs procedures and guidance are embedded and monitored.
- Administer risk assessments, method statements and safe systems of work associated with in-house and externally contracted work activities on-site

- Oversee the provision and use of meeting rooms, ensuring meeting room furniture and equipment is available and operational.
- Oversee the site pool vehicle fleet including periodic safety checks and routine servicing/maintenance activities via the fleet management provider.
- Maintain appropriate security standards on-site including an effective visitor management process, proactive site security audits and oversight of the access control and alarm systems.
- Coordinating the administration associated with purchase orders and goods receipting required for reactive and proactive works, liaising with budget holders to ensure spend is managed within agreed budgets.
- Oversee a designated Property & Workplace Services portfolio area, including associated contract and finance admin, contractor liaison and internal stakeholder engagement.
- Develop strong working relationships with internal and external stakeholders, including coordinating regular site meetings and effective/positive email communications.
- Oversee the effective coordination and resolution of reactive issues, faults, and problems via the Property Services helpdesk.
- Support the delivery of site energy, water, and waste carbon reduction activities.
- Oversee the efficient use of space on-site, liaising with the Regional Workplace Services Manager to agree and implement changes.
- Support the delivery of small projects, working with the Head of Workplace Services and other key stakeholders.
- Administer the regular updating of Workplace Services business continuity plans for the site, liaising with the Head of Workplace Services where appropriate.
- Work as part of an on-call rota to ensure an out of hours response is always available for Workplace Services emergencies.
- Always promote and work within Guide Dogs' policies and codes of conduct for Safeguarding Children and Vulnerable Adults, Diversity and Data Protection.

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: 2-5

Number of Indirect Reports: None

Number of Volunteers Supervised: None

Financial Accountability

Annual Income Accountability: None

Assets Managed: Property and land at Reading Hub site

Budget Accountability: Circa £400k

Application of this Job Profile

All employees are required to carry out other such duties as may reasonably be required to fulfil their role and support functional and organisational objectives.

All employees must also:

- Comply with all organisational policies.
- Promote the vision and values of the organisation.
- Engage in continuous personal development.

This job profile is accurate as at the date shown above. It does not form part of contractual terms and may be varied to reflect or anticipate changes to the role.

Working at Guide Dogs

As well as other services to enhance the lives of people who are blind and partially sighted, we breed and train guide dogs. Staff and volunteers in all our locations support this work. Therefore, all employees must be comfortable working in environments where dogs may be present.

Guide Dogs is a volunteer-involving organisation and as such all staff are required to support volunteers in their roles. This may or may not mean the direct supervision of volunteers but will require all staff to play a supporting role. From time to time, you may be asked to support / volunteer your time at Guide Dogs events that take place outside of normal working hours. All employees will be expected to always advocate for Guide Dogs and be a fundraiser.

Guide Dogs is committed to safeguarding and promoting the welfare of all children, young people, and vulnerable adults with whom we work. We expect all our employees and volunteers to demonstrate this commitment.

Guide Dogs will require proof of identity and the right to work in the UK.

Person Specification

Education/Qualifications

Essential

- Educated to a minimum of GCSE level or equivalent (QCF level 3 / SQCF Levels 6-7).
- Member status of a professional Facilities Management body e.g. Institute of Workplace Facilities Management (IWFM).

Desirable

- Professional facilities or workplace qualification - equivalent to IWFM level two or above.
- Achieved or working towards IOSH Managing Safely or NEBOSH General Certificate in Occupational Health & Safety.

Job-Related Experience

Essential

- Management of a small site-based facilities/workplace team.
- Facilities management delivery through a mix of in-house and outsourced service provision at a single site with multiple buildings.
- Oversight of a facilities budget.
- Supporting the preparation of annual budgets.
- Management of on-site health and safety compliance including the completion of inspections and compliance with risk assessments.
- Oversight of hard and soft service contracts in-line with performance standards and SLAs.
- Management of a small, compliant vehicle fleet

Desirable

- Management of buildings/spaces that are occupied by dogs.
- Administration and coordination of business continuity planning and incident response.
- Administration of electric vehicle charging infrastructure.

Knowledge

Essential

- An understanding of technical building management/control and physical security control systems.

- An understanding of facilities management/workplace best practice management principles.
- An understanding of the Health & Safety at Work etc. Act 1974, associated Regulations and Approved Codes of Practice relevant to the workplace.
- A basic understanding of general procurement practices and buying policies.

Skills and Competencies

Essential

- Strong people management skills
- Ability to maintain a partnering relationship with internal and external stakeholders at all levels.
- High level of integrity, tact and diplomacy when providing advice and guidance.
- Self-motivated with excellent time management skills.
- Organisational skills - decision making, able to work on a variety of tasks simultaneously and prioritise effectively under pressure.

Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone - the people we support, donors, partners, our volunteers, and staff - to have while working with us. Guide Dogs people are:

- **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen and recognise that every individual is different in where they have come from and where they are going. We are open, empathetic, and inclusive. We place the person at the centre of every decision.
- **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
- **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

So, we: -

- **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers, and partners - and our dogs, of course - to deliver great outcomes. We support and develop each other.

- **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.
- **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think, and speak. We celebrate wins big and small, and we hold ourselves and each other to account.

We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours - in ways appropriate to this role - in how they are at work and as people.

Safeguarding

If the role does or may involve working with children, young people, or vulnerable adults, or supervising those that do, we will also be assessing 'safeguarding competencies' as part of the process. These are:

- Appropriate motivation to work with vulnerable groups.
- Emotional awareness.
- Working within professional boundaries and self-awareness; and
- Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

Mobility

A flexible approach with a willingness to work outside of core hours and away from home when required.

Job Group (internal use only)

This role has been evaluated as a Support Provider, please [follow this link](#) to view the salary band.