

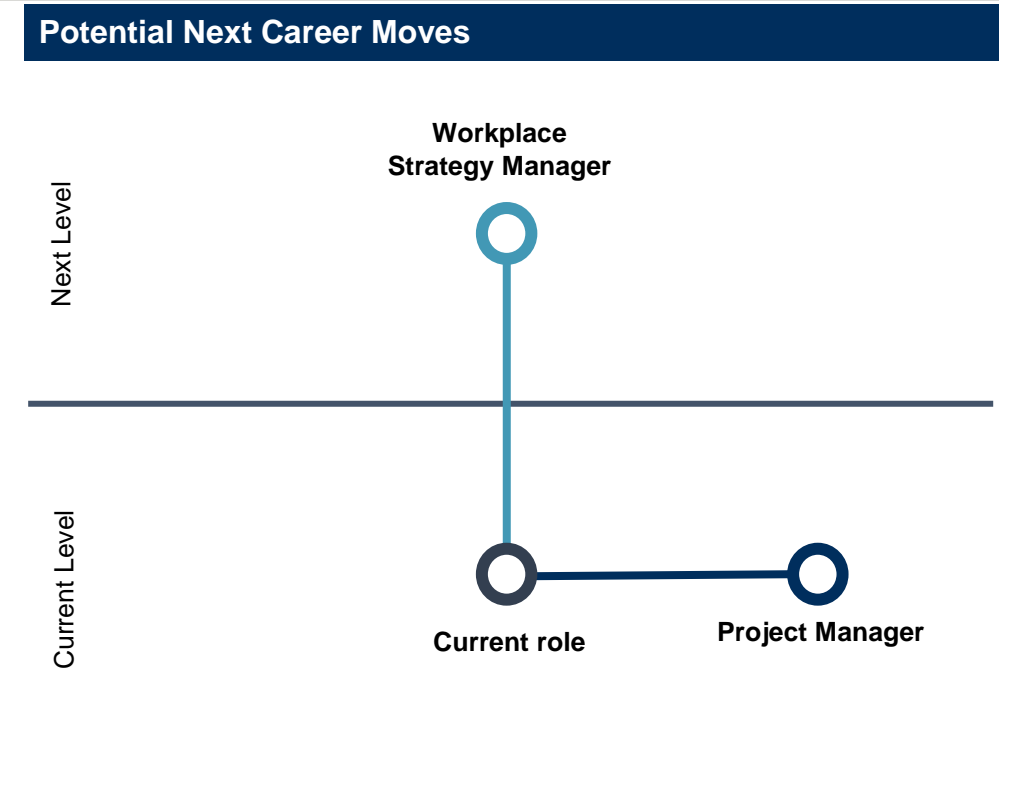


Role Title	Workplace Experience Manager				
Job Family	Business Management & Support	Sub Category	Business Management & Support	Grade	C4
Behaviours	<ul style="list-style-type: none"> Managing a Quality Service 	<ul style="list-style-type: none"> Working Together 	<ul style="list-style-type: none"> Making Effective Decisions 		
Purpose	Manage and evolve the FCDO Services UK workplaces to create efficient, effective, comfortable, attractive and advanced workplaces to support business groups in maximising productivity and support individual colleague and team productivity and engagement.				

Key Accountabilities		
<ul style="list-style-type: none"> Responsible for design and delivery of the Workplace internal customer Service: <ol style="list-style-type: none"> Manage/action/deliver/monitor/improve/report on the workplace service including the mailbox, and internal customer enquiries and requests for escalation/assistance through to conclusion Work with the landlord representatives to secure action and develop shared agreement on roles and responsibilities across the FCDO Services workplace Evolve the scope, responsibility, objectives, vision, processes and guidelines, governance and resourcing of the Workplace service as needed to deliver the Accommodation and Workplace Strategy 	<ul style="list-style-type: none"> Customer/Stakeholder information/communication/survey and feedback (including presentations, workshops, workplace intranet pages) Plan and deliver workplace projects as part of Accommodation and Workplace Strategy delivery including: <ol style="list-style-type: none"> Requirements identification Project plan, timeline, budget, resource, delivery planning and management Research options and make recommendations Procure internal/external services, equipment Stakeholder engagement, change management and business communication 	<ul style="list-style-type: none"> Management of actions, issues, risks, lessons Plan and deliver behaviour and 'ways of working' change initiatives applying best practice change management techniques. Line/Task manage permanent, temporary direct and matrix colleagues to deliver team objectives and according to FCDO Services HR best practice. Take a proactive approach to working with others to deliver collaborative initiatives which address operational issues/need or to deliver Accommodation and Workplace Strategy

Authority and Scope
<ul style="list-style-type: none"> Responsible for delivery of the Workplace internal customer Service to meet KPIs and internal customer service principles Responsible for maintaining an effective day-to-day landlord and FM provider relationship, and application of the Landlord agreement Responsible for effective delivery of agreed projects using good practice project management and governance Responsible for sourcing and completing own learning and development activity to deliver objectives and developing capability of others Responsible for proactively seeking appropriate advice, support or escalation as needed to resolve complex enquiries and issues Responsible for proactively sharing information and updates and seeking input, ideas and expertise from colleagues as needed to deliver projects effectively

Internal and External Communications
<ul style="list-style-type: none"> Part of the Workplace Team in Strategy, Performance & Governance Group Act as the Workplace day-to-day/operational point of contact for internal customers and stakeholders Act as the FCDO Services day-to-day/operational point of contact for landlord and FM provider Draft weekly internal information and communication for the internal communication and intranet Close collaboration with colleagues in Sustainability, H&S, Internal IT Extensive communication with colleagues at all levels Provision of service and project reports and updates and attendance at project and programme governance meetings as required



Skills
<ul style="list-style-type: none"> Project Management: ability to manage small projects (up to £100k) using good practice project management principles, tools and techniques Stakeholder/Customer Service management: ability to apply good practice Change management: ability to apply good practice change management and behaviour change principles tools and techniques Ability to take initiative, prioritise tasks and manage workload across multiple work streams through planning and prioritisation Draft /Interpret professional/technical information Gather, analyse and evaluate data Ability to confidently communicate effectively in person, via MSTeams and email; to write and present succinct simple proposals, reports and communication material Ability to manage operational and project finances Ability to apply H&S guidelines and FCDO Services H&S, Wellbeing, D&I policies and procedures to workplace management

Qualifications, Knowledge and Experience
<p>Essential</p> <ul style="list-style-type: none"> Experience of delivering projects and initiatives using good practice project management principles, tools and techniques Recognised project management qualification eg. Prince2, APM, Agile Experience of the application of change management theory, tools and techniques Excellent knowledge and use of MS Office Suite (especially Outlook, Word, Powerpoint and Excel) Experience of successful delivery across multiple work-streams Experience of building and managing successful customer/stakeholder relationships Experience of managing budgets and providing costed options

<p>Desirable</p> <ul style="list-style-type: none"> Experience of building, accommodation or workplace management Working knowledge/experience of external/internal customer service; application of workplace Health and Safety; internal communication Experience of Smarter Working in government departments IOSH Recognised change management qualification eg. APMG
