

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Resources	Job Ref Number: 03785
Service Area: Corporate Property	Grade: 8

Job Title: Workspace Manager

Reports to: Senior Facilities Manager

PURPOSE OF JOB:

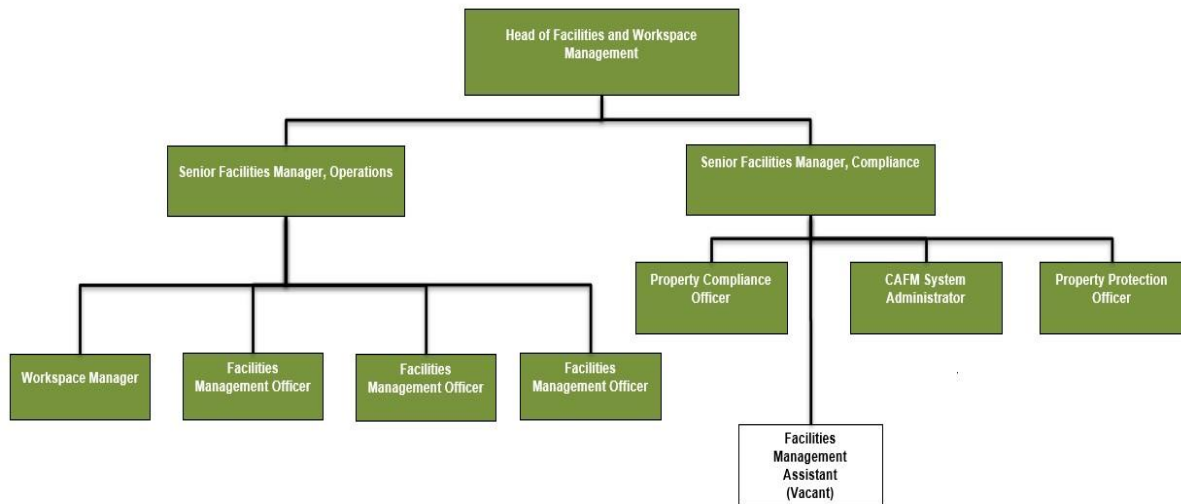
To manage the changing and challenging requirements of a Managed Workspace across the County's property portfolio.

The role will be responsible for coordinating and managing day to day operational issues related to managed workspaces, and to support robust processes required to resolve issues in a consistent and timely manner limiting any potential impact to staff and services within the affected building(s).

In working closely with all areas of the organisation, the role will:

- Develop the 'Managed Workspace' approach across all service areas and with colleagues, senior leaders, providers and partners.
- Provide expert advice on Managed Workspace requirement for property rationalisation projects.
- Manage small office moves, up to 10 people and liaise with Property Development team where required.
- Manage and make changes to resource booking tools such as Cloudbooking and Outlook.
- Have a sound knowledge of the Managed Workspaces across the County to help inform decisions
- Manage the various Managed Workspace budgets

TEAM STRUCTURE:



MAIN DUTIES:

1	Management the development of the workspace booking system (currently Cloud Booking) • Manage the development and continual improvement of the Workspace booking system • Managing end-user training and providing guidance and support to senior managers • Managing and coordinating queries relating to the Workspace booking system, user account setup, passwords, limitations, etc.
2	Manage small office moves, up to 10 people in liaison with the Property Development and Property Strategy teams • Coordinate IT, business support and Property Facilities Management contractor, to develop processes to efficiently deal with small office moves. • Work with the property development team as an 'expert advisor' on larger office moves to ensure that workspace requirements are in place.
3	Ensure all workspaces are suitable for use by designing and implementing monitoring systems to provide assurance that workspace equipment and facilities are functioning correctly including: - • IT equipment • Furniture • Heating / Lighting / Ventilation • Refreshment and welfare facilities

	• Meeting rooms
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4	Manage and coordinate stakeholders, including Business Support, FM Contractor, and IT to manage the day to day running of the office and resolve issues. • Develop and manage Service Level Agreements (SLA's) with the FM Contractor and Business Support, to ensure a consistent high-quality level of service across the full managed workspace portfolio. • Monitor office and service quality across the portfolio, to enable continuous improvements to be made.
5	Develop Service Level Agreement (SLA's), where required, eg, with FM Contractor for cleaning contracts at all managed workspace areas to ensure a high standard of cleanliness is maintained. • Monitor/audit quality levels of cleanliness • Report findings on a quarterly basis to Senior Facilities Manager
6	Promote a high level of customer service to all building users in conjunction with the FM Contractor and Business Support to ensure a seamless customer service experience.
7	Work closely with the Compliance Officer(s) to ensure that all statutory tasks are completed, and that the office accommodation is compliant with all legal requirements.
8	Manage appropriate workspace management budgets and to provide monthly reports to the Senior Facilities Manager for presentation to relevant governance Boards and Corporate Property Cost Control meeting.
9	Ensure all office environments and welfare facilities are compliant with the Welfare at Work Regulations and all British Standard requirements.
10	Develop and monitor the Corporate Property contract change requirements and implement the necessary contractual changes with the Corporate Property Contract Manager.
11	Responsible for implementing processes to ensure that all office equipment is registered via an asset management process and procurement contracts/methods are in place for replacement items when required.
12	Produce a quarterly report for presentation at Property Board to include • • Office usage, including meetings rooms and desk bookings • Cleaning audit results • User Feedback • KPI's • Catering facilities use, including vending machines • Health and Safety
13	To be responsible for compiling the site-specific Emergency Evacuation Plan and contributing to the Corporate Property Business Continuity Plans in liaison with FM management Team, Emergency Planning, Emergency Services, and other key stakeholders.
14	Develop, monitor, and report on Key Performance Indicators (KPI's)
15	Develop and administer site specific induction pack(s) and risk assessments.
PERSON SPECIFICATION	

Requirements	Where identified*	Essential	Desirable
Demonstratable experience in providing excellent customer service	A/I	x	
Track record of successfully delivering projects.	A/I		x
The post holder will be required to be experienced in management of relationships with stakeholders and contractors	A/I		x
Experience of monitoring and reporting budgets	A/I		x
Knowledge /experience in Health and Safety processes and procedures	A/I	x	
Good working knowledge of property and office-based issues	A/I	x	
Knowledge of the Councils financial regulations and procedures.	A/I		x
Good ICT skills, good communication skills to all levels of the Council and other organisation's.	A/I	x	
Performance management skills.	A/I		x
Contract Management and Risk Management skills.	A/I		x
Work closely with other disciplines to deliver required objectives	A/I	x	
A range of communication skills which include: • Excellent report writing and spoken communication using a wide range of media (such as oral / written / presentation / facilitation)	A/I	x	
Excellent interpersonal skills.	A/I	x	
Excellent understanding of the Councils financial systems, including budgetary monitoring.	A/I		x
Demonstrable experience of managing and implementing change.	A/I		x
The ability to quickly establish strong and credible positive relationships across the organisation and partner/external organisation's at all levels that command professional confidence	A/I	x	
The ability to influence others effectively.	A/I	x	
Ability to develop and implement policies and procedures	A/I	x	
*A = Application form T = Test/Assessment I = Interview P = Presentation			

GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the Lincolnshire County Council Core Values and Behaviors and to carry out the duties in accordance with Lincolnshire County Council policies.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Safeguarding - All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition, employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.