



**West Midlands
Combined Authority**

Job Description

Post Title: Workplace Services Officer

Directorate: Housing, Property and Regeneration (HPR)

Reports to: Business Support Services Manager

Direct Reports: 0

Salary Band: SP26-SP30

Key Relationships: HPR teams, tenants, contractors, external stakeholders, Finance, HR, and other internal stakeholders and enabling services.

Role purpose

The Workplace Services Officer will be key to the Business Support team within Housing Property and Regeneration, leading and supporting across a range of Business support and workplace services to facilitate the delivery of a key enabling service for the WMCA and support HPR deliverables. You'll also work directly and engage with internal customers and stakeholders to drive service delivery.

The role will be to lead liaison for Business Continuity and constantly review and refresh the requirements in our ever-changing environment.

The role will be to work on a variety of programmes and delivery in collaboration with colleagues from across the FM and Business Support services team, with a focus on customer service, stakeholder engagement, system creation and continuous improvement. This role is expected to work internally with key stakeholders, other enabling services and with our tenants and contractors.

Whilst this role is based within the Facilities Management and Business Support team, the role will work across the Housing Property and Regeneration Directorate as and when required to support on a variety of key deliverables and cross-cutting projects and programmes.

Responsibilities

- Supporting on the FM and Business Support key deliverables including delivering an effective enabling support service, ways of working programmes, business continuity and income generation projects

- Support the transformation of Business Support Services for WMCA staff, tenants and visitors and aligned to hybrid and evolving ways of working
- Lead a guest experience programme to create an exceptional guest experience
- Lead a front of house programme to drive standards in front of house services, and to drive continuous improvement in our staff and visitor sign in and induction programme
- Project lead support for WMCA Business Continuity programme to include consistent review and development of the strategy and policy and the plan itself.
- Collaboration and engagement with business wide stakeholders to manage and maintain business impact assessments at least annually, reporting any changes required to the wider BC plans.
- Lead administration and monitoring of the Business continuity 'on call process' engaging with stakeholders to ensure the management of rota's and system changes.
- Assist with managing incidents including being a member of the incident management team logging and reporting of incidents, and lessons learned to maintain best practice across WMCA Head Office.
- Lead on a refreshed customer help desk approach utilising our systems to ensure a seamless approach to job logging and completion for staff and tenants
- Support the continuous development of the services linked to workspace, hybrid working strategy, and future planning including driving the collection of occupancy data and its linkages to sign in app being utilised to its full potential.
- Act as a coordinator for WMCA staff and tenants in relation to any operational helpdesk service and space related requests. Responsibility for handling, resolving, and escalating any questions and queries.
- Drive compliance with audits and measures in place to support WMCA equipment policy in line with DSE and in support of a hybrid working culture.
- Manage, maintain, develop inventories and records as appropriate in conjunction with other internal enabling services to fully implement the equipment policy
- Allocation and tracking work volumes using the Help Desk and job logging system, ensuring work is allocated and completed effectively
- Support with team training and development, maintaining our skills matrix and as appropriate researching any new training or standards we could look to achieve.
- Review help desk and job requests making recommendations on improvements and enhancements to our services
- Proactively report to management key information or risks to service delivery, escalating any issues with the appropriate contractor/department where required.
- Support with resources and forward plans to ensure consistency in services and that standards are achieved
- Develop a proactive reporting approach to include customer satisfaction, project updates and reviews, performance reporting to drive standards
- Responsible for working across the FM and support services team to facilitate the development, implementation and maintenance of robust documented processes, making efficiencies where possible.
- Manage, maintain, and constantly improve the team's electronic records within SharePoint, teams and elsewhere to ensure that an orderly and logical system is in

place, with appropriate retention periods adhered to with easy access to all staff for reporting purposes.

- Supporting management in planning for, delivering on and providing updates for the FM and BS Deliverables
- Support the wider team in creating, delivering, and maintaining a great workplace experience for staff visitors and tenants at Head Office.
- Drive, develop and steer contract specifications and co-ordinate procurement processes for related contracts at review and or renewal such as stationery and business travel
- Maintain contract/account registers and all contract schedule information ensuring these are up to date and timely review of upcoming contract reviews
- Suggest and drive changes and improvements to improve efficiency, drive cost saving and income generation alongside the wider team.
- Build effective working relationships with key internal and external stakeholders to support the delivery of the Housing, Property and Regeneration Directorate's business plan, deliverables and objectives.

Person Specification

<i>Please specify (X) whether the experience required is Essential (E) or Desirable (D)</i>			Assessment Method		
Experience	E	D	App *	Int**	Oth er***
Experience of supporting and coordinating projects or programmes		D	*		
Experience of delivering customer service	E				
Experience of working in a business support/corporate support function	E				
Experience of working effectively with stakeholders	E		*		
Skills/Knowledge/Abilities	E	D	App	Int	Oth er
A connector who is intellectually curious and looks ahead, seeing the joins and connections between projects and programmes	E		*	**	
An outstanding problem solver – doesn't wait for others to solve problems but uses own initiative to unblock issues and create effective solutions	E		*	**	
A team player who embraces personal responsibility – demonstrating a strong drive to deliver individually and together	E			**	
Strong attention to detail and ability to work on own initiative	E		*	**	
Excellent collaboration and partnership working skills		D		**	
Strong analytical and problem-solving skills		D		**	
Proficient in MS Office applications and similar software	E		*		
Motivated and determined to achieve results	E			**	
Effective time management skills and ability to work independently as well as a member of a cross-functional team is essential	E			**	
Ability to manage multiple priorities under pressure, trouble-shoot, and to meet short- and long-term deadlines	E			**	
Can exhibit the core values of the WMCA and our HP&R behaviors	E			**	
The ability to work in partnership and across boundaries to achieve results		D	*	**	
A professional approach which generates credibility and confidence in others	E			**	

* Application

** Interview

*** Details will be shared at interview stage

Core Expectations

Our culture is underpinned by what we do and how we do it. Our behaviours outline the ways we need to work to deliver success, become truly inclusive, and make the organisation somewhere where everyone can give their best contribution.

Value	Competency	Behaviour
Collaborative	Team Focused	Works as part of team, managing and leading.
	Service Driven	Customer, resident, and partner focussed.
Driven	Empowered & Accountable	Takes ownership and leads when needed.
	Performance Focused	Ambitious and going the extra mile.
Inclusive	'One Organisation' Mindset	Believe in each other's expertise.
	Open & Honest	We do what we say we are going to do.
Innovative	Forward Thinking	Embrace change and open to new possibilities.
	Problem Solving	Go for clear and simple whenever possible.

Health and Safety

All employees have a duty to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health and safety.

Equality and Diversity

To promote and champion equality and diversity in all aspects of the role

Learning and Development

To participate in and take responsibility for any learning and development required to carry out this role effectively.

Performance Management

To actively engage in the performance management process and take responsibility for managing performance outcomes.

GDPR (General Data Protection Regulation)

To ensure the reasonable and proportionate protection, processing, sharing and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.

Other

There may be a requirement to work outside normal office hours, on occasion to meet work deadlines, give presentations, attend meetings etc. This is an office-based role with Limited Hybrid working.