

# FM Co-ordinator

## ROLE PURPOSE

As the FM Co-ordinator you will be responsible for assisting in developing and initiating FM services in Europe (in Holland, Spain and Italy initially) in a driven, enthusiastic and meticulous manner. This is an excellent opportunity to join this high growth organization and to work with an exciting global client undergoing an extensive change programme.

## KEY RESPONSIBILITIES

### **Co-ordinating FM development activities, client liaison and implementation for 3 buildings across EMEA:**

- Amsterdam: Go live August 2018 – 1500 people
- Madrid: Go live October 2018 – 3200 people
- Milan: Go live 2019 – 1500-2000 people

### **Solution Development and delivery**

- Working with the project team to articulate the client needs and building these into the solutions development for the services in each of the buildings.
- Understanding client expectations and translate into FM delivery – able to understand at a high-level FM terminology and all components – service categories – consultant's roles etc.

### **Customer facing**

- Assist in managing circa x 50 stakeholders and circa x 50 champions
- Assist in management and liaison with LL and LL services
- Customer satisfaction and complaints resolution
- Planning resources in relation to suppliers staff
- Assist Instant's team in communicating to our client around Facilities Management and catering including query resolution and attending regular meetings.
- Ensure delivery in line with client expectations and promises
- Assist in purchasing, ordering and expediting of services both in house and from external suppliers
- Key liaison and management of third party suppliers; including catering, security and front of house consultants.

### **Delivery and Administration Management**

- Project reporting and communications
- Task creation and monitoring to ensure completion
- Document storage and version control including leases, operating and capital expenditure data and Instant presentation documents
- Complete analysis and presentation of outputs including results of due diligence, recommended roadmaps and presentation of strategy documents
- Ensure deadlines are met for key milestones
- Manage multiple stakeholders and clients quick learning of names and organisational structures
- Co-ordination of multiple supplier meetings and client meetings
- Ability to create 'straw man' documents (assist rather than wholly create)
- Translate minutes and meetings into action points understanding dependencies and context
- Assist in collation and organisation of tenders and documentation
- Assist in creating and researching client requests – e.g. car parking spaces near the new buildings

### **Financial Responsibilities and Budgeting**

- Responsibility for accurate invoicing and delivering monthly rechargeable expenses to the client Project and budget reporting
- Financial management of project expenses as well as contract variations.

## BACKGROUND AND EXPERIENCE

- Experience of setting timelines, milestones and managing to deadlines.
- Experience of FM either co-ordination or junior FM assistant – understanding both the terminology and the context of FM and FM systems
- Able to understand FM and FM systems dependencies – i.e. what areas depend on other areas to be successful
- Experience of delivering a suite of facilities services to large scale, multi-tenanted buildings or hotels.
- Experience of managing tender processes and pre- mobilization plans would be beneficial.

## KEY SKILLS AND COMPETENCIES

This role involves having the following key skills and competencies, namely:

- It is essential that the suitable candidate has the requisite drive, enthusiasm, ambition to make an impact on this exciting project.
- A knack for thinking creatively when faced with challenges with good business acumen – understand the difference between cost and value.
- Easily able to articulate solution not product with a hungry, inquisitive and detailed disposition.
- Assertive with excellent listening and coaching skills - business focussed and forward thinking
- A strong planner with excellent presentation skills.
- Well-presented, have excellent communication skills, be personable and easy to build rapport with, consultative in their approach and able to work well as part of a team as well as independently.
- A sound understanding at a basic level of core project financial disciplines such as task management, time tracking, profit and loss accounting, revenue, cost and cash flow forecasting.

# Working at Instant

## About The Instant Group

Whether it's market volatility, AI, digital connectivity or the rise of the millennial, we are seeing fundamental changes in how and where we work. **These changes are accelerating.**

We are a workspace innovation company that enables our clients to navigate continual disruption with continual transformation. Our flexible workspace solutions inject enterprise agility, strengthen brands, attract talent, nurture collaboration, reduce cost and drive EBIT performance.

This moves beyond 'workspace as a service' to workspace as a platform for growth, creating unique environments where people, place and performance converge. The Instant Group is **Rethinking Workspace.**

Established in 1999, The Instant Group has achieved 23% compound growth over the past 4 years and continues to expand with private equity funding from MML Capital in 2012. It has offices around the world including London, Berlin, New York, Hong Kong and Sydney and employs more than 150 staff.

## A business is only as good as its people

It's not all noses to the grind-stone though; Instant is a fun and dynamic place to work, where colleagues support one another and where the next social event is always just round the corner. We have been consistently rated as one of the best small companies to work for by the Sunday Times and are committed to continuing to make Instant a great place to build a career.

Instant is a values-driven organisation. We adopt and live by our values:

- We are passionately client focussed 24/7, 365
- We operate with integrity and a sense of fun
- We build long term client relationships based on trust
- We question convention with the desire to improve performance
- We collaborate in teams to create solutions that solve client problems
- We strive for excellence in all that we deliver
- We attract and develop the most talented people

We are a fast growing business with an exciting and vibrant atmosphere, where staff are encouraged to think for themselves and are rewarded for contributing to our success.

To support our ambitious growth plans, we want to attract and develop the best people – resourceful, committed individuals with relevant experience and a client-centric mind-set.

## The details

We pay market salaries and the right person will be offered a package according to their experience.

You will be based at our head office at the Blue Fin Building in Southwark but may be required to work on a client site. The building boasts amazing views over London with café, coffee shop, roof terrace and paid gym in the basement.

The area itself (Bankside) is one of the oldest parts of London – entrepreneurs, artists and revellers have flocked here for almost 2,000 years. It is one of London's most vibrant areas, with a heady mix of culture, foodie delights, attractions and architecture. Bankside was once known as London's larder, it's a title that lives on today in the fresh produce of Borough market and the wealth of fine restaurants, pavement cafes and shops surrounding it.

You will work 9am to 6pm Monday to Thursday and 9am to 4pm on Fridays.

## For more information please contact Alice Mitchell:

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