

Operations Coordinator – 12-month maternity cover

ROLE PURPOSE

The Operations Coordinator will serve as an administrative support for the Operations team along with ensuring the smooth running of the London office (c. 130 members of staff) on a day-to-day basis, additionally taking on his or her own duties.

Along with general administration, this role involves a large portion of system management using IWMS (Integrated Workplace Management System - software platform to manage a company's real estate portfolio) up to date.), ensuring accuracy always.

Whilst primarily supporting the UK & EMEA team, you will also ensure that the Operations team are supported globally within the wider Instant team.

You will be responsible for making sure that the office and their services meet the needs of the people that work in them. You will be accountable for liaising with service providers such as cleaning, security, post room, reception and the loading bay to make sure the surrounding environment is in a suitable condition to work. This role will vary on a daily basis and will be a mix of regular tasks and reactive duties.

OPERATIONAL DUTIES

- Project implementation support and procurement support.
- Assist in purchasing, ordering and expediting of services; internally and externally.
- Work as part of a team to ensure the successful introduction, implementation and ongoing delivery of contracts / services.
- Successfully extend and/or renew existing contracts or services.
- Assist in keeping the electronic filing systems and the IWMS up to date.
- Assist the Operations and Finance teams to ensure all annual POs are current and the Supplier is updated.
- Assist the Client Services Managers with ongoing client requests.
- As a part of the larger Operations section of the business you will also work closely with the Technical and PM Coordinator (based in Newcastle)
- Support multiple stakeholders and clients.
- Organise and arrange extensive travel plans globally for the Operations Team and the wider business as needed.
- Raise purchase/sales orders, as well as finance reporting through IWMS.
- Deliver IWMS systems training to Instant Operations Team (on boarding and constant support for your team).
- Perform general administrative duties for the team (Scanning/Uploading/Copying/Couriers).
- Arranging agendas, meetings & minutes (including external meetings when required).
- Construct PowerPoint presentations (Internal & External Client presentations, meeting presentations etc).
- Assist in creating and researching client requests.
- Assist in reconciling credit cards at month end as well as expenses.
- Organising induction programmes for new employees.
- Design and complete Handbooks for each new Client site.

OFFICE SUPPORT

- Managing correspondence and queries from colleagues.
- Design and implements office policies by establishing standards and procedures.

- Arranging, supervising and monitoring the services of the office by contacting maintenance services as needed and checking that agreed work by contractors has been completed satisfactorily; follow up on any deficiencies.
- Maintains office services by organizing office operations and procedures; controlling correspondence; designing filing systems; reviewing and approving supply requisitions; and monitoring clerical functions.
- Reviewing and implementing the company's health and safety policy.
- Arranging staff H&S training for all staff on site as well as for staff outside of London.
- Be the direct liaison for services such as reception, security, maintenance, mailroom, cleaning, and the loading bay.
- Respond to emergency situations or other urgent issues involving the facility.
- Liaise with the Newcastle Office to ensure they have met H&S needs or any stationery requirements.

BACKGROUND AND EXPERIENCE

You must be efficient and able to take initiative in this role. Must feel comfortable working autonomously, and are motivated to be a self-starter who generally can pre-empt situations or process issues which may/may not arise.

Being a team coordinator, you will also need to be a team player and able to get along with different types of people and cultures at every level as you will liaise with clients and contacts (most commonly over email/phone) from all over the world. At times this role will be very reactionary and you must be adaptable and be able to excel under pressure.

- The ability to form strong working relationships with an engaging personality and credibility
- Experience of supporting a multifaceted team.
- Some experience of the property, FM or business process outsourcing industries.
- Advanced in MS PowerPoint, Word & Excel,
- Intermediate with Adobe Suite Applications

KEY SKILLS AND COMPETENCIES

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

- Able to effectively multi-task and take responsibility for organising your owntime
- High attention to detail
- Excellent communication skills and being able to work under pressure
- Time management and the ability to prioritise
- Establishes and maintains effective relationships with clients.
- Dedicated to meeting the expectations and requirements of internal and external clients
- Able to communicate effectively at all levels with internal and external clients
- Flexible and adaptable approach to work

MEASURES OF SUCCESS AND KEY STAKEHOLDERS

Ensure that all team members are supported day to day and implementing our Instant processes and requirements. As the team are spread across the country (and globe) you will ensure they are all constantly up to date and on the same page. Assist and Support the wider Operations Team, with their objectives.

Key stakeholders

- Head of Workspace and Operations UK & EMEA
- COO (UK & EMEA)
- Operations Director UK