

Client Services Coordinator, Bristol

ROLE PURPOSE

This role is responsible for managing Facilities and Workplace services at the given client portfolio, to achieve the optimum client experience. You will work with clients on a forward-looking basis to ensure that all services meet their future needs and that building users receive the most efficient and professional workplace experience.

You will be at the front line, taking ownership for delivering a first-class service and managing expectations professionally, whilst adhering to Instant's values and keeping focus on the commercial aspects of the contract.

Based at client sites to integrate yourself and be available to the site users, you will take a proactive approach to managing the workplace, living and breathing their core values to deliver on their behalf.

You will be highly visible, creating a network of positive relationships throughout the client and company organisations to mutual benefit.

Reporting to a regional Client Services Manager, you will also have wider support from a strong team delivering in a consistent manner across the UK. Initially your remit is 2 brand new clients in Bristol, however this could expand into surrounding areas including Cardiff and Birmingham. Occasional travel will be a requirement of your role and is paid by the company.

KEY RESPONSIBILITIES

- You will be the first and last point of contact at site. You will lead relationships with your clients.
- You will locally manage both hard and soft services, delivered through Instant's supply chain.
- You will also take ownership for all other workplace services and offer solutions to your clients via Instant wherever possible.
- You will maintain a good working relationship with Building Management and be responsible for ensuring all Service Charge/Common Area services are managed and perform as expected.
- You will provide operational support to the workplace through a range of activities such as taking meeting room bookings, setting up AV or organising refreshments, helping run client events.
- You will have focus on customer experience at all times, able to use tact and discretion to manage difficult situations and always offering solutions and action when problems occur.
- You will hold some administrative duties for your own clients and the wider team, including maintaining shared drive files, central records and reports.
- You will raise, track & manage the performance of all client requests through the Instant Helpdesk.
- You will collate and present monthly reports to your client.
- You will work with clients to set up and monitor the effectiveness of workplace policies which keep control of user behaviours to better maintain the property.
- You will ensure contractors' compliance with clients' Security / Visitor Management Policy.
- Undertaking regular quality checks/audits and ensuring customer satisfaction
- Any other ad hoc duties required to support the user experience efficient and delivery of services.

BACKGROUND AND EXPERIENCE

- Experience in managing FM services, and able to demonstrate this in your decision making/daily management of services
- Experience in managing performance against SLAs/KPIs
- Experience in Client relationship management
- A confident communicator in all scenarios whether in person, on the phone or in writing.
- Ability to manage multiple tasks and prioritise workload effectively, even across locations.
- You are proactive, flexible and hands on. Your problem-solving abilities inspire confidence & trust.
- You are able to create positive working relationships at all levels with internal and external parties.
- You have excellent attention to detail, and take accountability for your output and your results.

- You have some experience of creating reports for external stakeholders.
- You must be computer literate with good experience in using Word, Excel & PowerPoint.
- Working knowledge of H&S in the workplace

Working at Instant

About The Instant Group

Founded in 1999, The Instant Group is a workspace innovation company that rethinks workspace on behalf of its clients injecting flexibility, reducing cost and driving enterprise performance. Instant places more than 7,000 companies a year in flexible workspace such as serviced, managed or co-working offices including Sky, Network Rail, Capita, Serco, Teleperformance, Worldpay, and TMF making it the market leader in flexible workspace.

Its listings' platform [Instant Offices](#) hosts more than 12,000 flexible workspace centres across the world and is the only site of its kind to represent the global market, providing a service to FTSE 100, Fortune 500, and SME clients. With offices in London, Newcastle, Berlin, Haifa, Dallas, New York, Miami, San Francisco, Hong Kong, Sydney, Singapore, and Kuala Lumpur, The Instant Group employs 230 experts and has clients in more than 150 countries. It has recently been included in the 2018 Sunday Times' HSBC International Track 200.

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 rated as one of the best small companies to work for and as one of the top companies with the fastest-growing international sales 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 mindset.

The details

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

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

For more information please contact Ben Rowland:

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