

Coordinator, Operations

Role Purpose

This role will report to the Senior Account Manager, Operations, based in Berlin, who in turn reports to the Senior Director, Operations. This role will support our client and Instant in the day to day operational running of the site. Within the role you will have a good understanding of client requirements and any Instant services delivered on site. You will support in ensuring that services are delivered to time and budget. You will integrate seamlessly with the client team while still adhering to Instant's values.

Key responsibilities

- Assist managing the day to day management and administration of the space
- Raising purchase orders and quotations
- Ensure the client is delighted with all the facilities and that all work is undertaken in a timely and professional fashion
- Assist in keeping the electronic filing systems and the IWMS (Integrated Workplace Management System) up to date
- Ordering items for the client and Instant use
- Logging helpdesk jobs and providing reporting ad hoc and regular
- Liaising with suppliers and members of the broader outsourced team including cleaning and M&E teams
- Managing budgets
- Managing postal and courier services
- Meeting room management
- Undertaking regular quality checks/audits
- Responsible for database management and reporting
- Any other ad hoc duties required
- Work with the Account Manager to meet all internal and customer requirements, laws and regulations
- Management of customer relations with the on-site customer
- Identification, development, and implementation of opportunities for service delivery optimization and innovation
- Ensure compliance with workflows to achieve maximum efficiency
- Proactive management of necessary maintenance work

Background and experience

- Excellent written and spoken German and English
- A knowledge of integrated facilities management is beneficial
- Must have a good working knowledge of all MS packages
- Administration and coordinating experience
- Excellent customer service and client relationship skills
- Ability to manage multiple tasks and prioritise workload
- A background in Facility Management or Real Estate
- A knowledge of facility management systems is ideal but not essential (IWMS/CAFM)

Key skills and competencies

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

- Responsible
- Adaptable
- Inspires confidence
- Attention to detail
- Accountability
- Service Orientated

Working at Instant – Berlin

About The Instant Group

The Instant Group is a workspace innovation company that rethinks workspace on behalf of its clients. Instant help their clients to move their business forward by providing insight on the real estate market and creating and delivering bespoke workspace solutions. Instant put their customers' business at the heart of the workspace solution and specialise in injecting agility and flexibility into solutions, reducing cost and driving enterprise performance. Instant delivers solutions for FTSE 100, Fortune 500, and SME clients. Instant has offices all over the world and clients in more than 150 countries and is a market leader in flexible workspace. Its listings' platform Instant Offices hosts more than 15,000 flexible workspace centres across the world and is the only site of its kind to represent the global market,

In 2019 Instant acquired Incendium Consulting Ltd, an independent corporate real estate consultancy that provides large real estate services procurement, consulting, talent and change management programmes to blue-chip clients. Together, Instant and Incendium give clients access to independent market-leading consultancy, world class data and delivery options that transform their approach to workplace in what is a truly distinct offer in the market.

A business is only as good as its people

It's not all noses to the grind-stone though; this is a dynamic place to work, where colleagues solve challenges and grasp opportunities together and support one another. With a common purpose that glues the organisation together, everyone is pulling in the same direction with a truly client centric focus. We are proud of our differentiated client approach and our exceptional people. We are committed to offering 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

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 be based in our Berlin office which is located in the central district Mitte, with easy access by U- and S-Bahn trains. Französische Str. station is just outside the building, and the well-connected hub Friedrichstr. just a short walk away. Mitte boasts a huge range of restaurants, cafes and local amenities. Gendarmenmarkt is located down the road and can be utilized for sunny lunch breaks. Being a player in the flex office world, we are naturally using Serviced Offices ourselves. Tea & Coffee plus soft drinks are included in our package. Safe bicycle parking is available in the garage.

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

For more information please contact Mark Maxwell:

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