**About the role**

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| **Role**  Workplace Manager | **Location and hours**  Edinburgh – 35 hours per week, onsite. |
| **Band**  Three (3) | **Salary**  Up to £50,000, plus benefits |
| **What you’ll be doing**  Our department mission is to be bold, placing exceptional customer service at the forefront, cultivating a supportive, flexible and sustainable workplace environment that consistently surpasses the evolving needs of our business. As an ambassador of our mission statement and company values, your role as a Workplace Manager with a strong building technical background involves ensuring the smooth operation of all physical assets and infrastructure within this 34,000 SqFt office. Working alongside your team, you’ll oversee maintenance, repairs, and safety practices, ensuring compliance with regulations and standards. Your responsibilities include managing budgets for capital expenditures (CapEx) and operational expenses (OpEx), as well as coordinating with customers, contractors, and suppliers. Leveraging technology such as Integrated Workplace and Facilities Management Software (IWFMS) systems and Building Management Systems (BMS), you’ll optimise processes and enhance efficiency. Whether it’s managing planned maintenance, conducting safety audits, or coordinating space utilisation, your expertise contributes to creating a safe, functional, and productive environment for colleagues and visitors. | |
| **About you**  This is an exciting role to support this newly refurbished Grade A office. You will be passionate about developing and creating a highly effective Workplace team to support our customer. Your leadership in developing established systems and process will be essential to the delivery of a worldclass service.  You should have technical knowledge and experience of commercial real estate, facilities management and health & safety, with a strong focus on sustainability and forward maintenance planning. Additionally, you should take a pragmatic approach to reactive maintenance and small project works to deliver a fast and efficient service. | |
| **Minimum criteria**   * Extensive experience in technical services and premises management covering both hard and soft services. * Experienced people manager proficient in conducting performance management reviews, provide training, and foster professional development for your team. * Ability to build and manage annual budgets; capital expenditure (CapEx) and operational expenses (OpEx) to ensure financial efficiency. * Level 3 qualification in health and safety (NEBOSH GC or equivalent) and demonstrate unwavering commitment to occupational health, safety, and welfare. * Experienced in project management from inception to completion. * Experienced in supply chain management, collaborating closely with suppliers, monitoring service standards through agreed Service Level Agreements (SLAs) and Key Performance Indicators (KPIs).   **Who you’ll be working with**  This position reports to the Head of Workplace Strategy. As a key member of the office leadership team, you will engage with all members of the Motability Operations team based in Scotland and our other locations.  The position has line management responsibility along with managing contracts for which there are a series of service delivery partners based onsite. | |
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| **We’re Motability Operations** | |
| **About us** We’re the company behind the Motability Scheme. We exist to deliver smart, sustainable solutions that improve our customers’ mobility in a fast-changing world. We’re the UK’s largest car leasing company and we help over 750,000 people get on the road.  We employ over 1800 people, across London, Bristol, Edinburgh, and Coalville. We know our people are key to our success, so we aim to create an environment that allows our employees to flourish. We look for highly motivated people with a combination of commercial sense and real enthusiasm to meet our customers' needs. | |
| **What we do**  We lease a wide range of tailored mobility solutions to people who receive of one of the Government’s qualifying mobility allowances. Our customers choose a car, Wheelchair Accessible Vehicle (WAV), scooter or powered wheelchair that best suits their needs. We take care of their insurance, breakdown, servicing and more, as part of our worry-free package.  At the end of the lease, our customers can exchange their vehicle for a brand-new model. Each year we sell and move around 200,000 cars. This makes us the largest supplier of single-source vehicles back into the used car market.  The Scheme has been providing affordable, worry-free motoring for over 45 years. We pride ourselves on delivering outstanding customer service, with an independent customer satisfaction rating of 9.6 out of 10. | |
| **How we work**  We work in a hybrid way. That means remotely for up to two days each week and in our great office spaces the rest of the time. This gives us a good work/life balance and lets us collaborate and deliver for our customers. [Visit our website](https://www.motabilityoperations.co.uk/careers/) to find out more.  We do our best to accommodate part-time and flexible working requests, where possible, to build on our culture of trust, empowerment, and flexibility.  **Our beliefs and values**  We believe in building a diverse workforce, where our people are empowered to attend work as their true selves. We encourage people from all backgrounds to apply.  We want to sustain a nurturing culture. And our people to be rewarded equally, regardless of race, national or ethnic origin, sexual orientation, age, disability, or gender.  Our values are at the heart of everything we do:   * We believe no one should be left behind à We find solutions * We believe we must take the lead à We drive change * We believe everything starts with the customer à We care | |
| **What we can offer you**   |  |  | | --- | --- | |  | **Pay**: competitive salary, with a yearly discretionary bonus, based on your performance | |  | **Holiday**: 28 days, and you can buy and sell days | |  | **Pension**: 15% non-contributory pension (9% during probation) | |  | **Health and wellbeing**: Private Medical Insurance cover available for all employees and free health screenings for over 50s. Life assurance at four times your basic salary, to give you ~~a~~ peace of mind. Free access to healthcare apps like Peppy, Unmind, and Aviva Digital GP. Mental Health Allies and an Employee Assistance Programme | |  | **Development**: A library of internal training on our myLearn platform | |  | **Family friendly**: We have competitive family leave policies | |  | **Diversity and inclusion**: We embrace the diversity of our people and empower them to come to work as their true selves. We want them to flourish and be rewarded equally. We have Employee Network Groups, and we pride ourselves on being inclusive and all our offices have first-rate disability access | |  | **Helping our community**: One volunteering day each year, and access to volunteering platform Neighbourly | |  | **Schemes**: Car Benefit Scheme for electric and hybrid cars. This means you can lease a brand-new electric or plug-in hybrid car, with insurance and more, for a fixed monthly amount. Cycle to Work Scheme. Employee Discount Scheme, to save money across lots of retailers | |  | **Other, voluntary benefits**: charitable giving, critical illness insurance, dental insurance, health and cancer screenings for you and your partner, discounted gym memberships and season ticket loans, free fresh fruit and snacks in the office | | |