

## About the role

### Role

Workplace Coordinator

### Location and hours

Bristol – 35 hours per week,  
5-days on site.

### Band

Specialist

### Salary

Up to £35,000, 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. You'll be required to support the day-to-day function of the team making sure you are multi-functional across all areas including supporting supplier coordination, reception, post and DSE. As an ambassador of our mission statement and company values, your role as a Workplace Coordinator with a strong workplace management background involves ensuring the smooth operation of both hard and soft services within this 85,000 SqFt office campus. Working alongside your colleagues, you'll coordinate maintenance, repairs, and safety practices, ensuring compliance with regulations and standards. You will also be required to ensure the high standards of delivery are maintained in catering, security, landscaping and cleaning. Your responsibilities include coordinating with customers, contractors, and suppliers to deliver our workplace facility in Bristol. Leveraging technology such as Integrated Workplace and Facilities Management Software (IWFMS), Computer Aided Facilities Management System (CAFM) and Building Management Systems (BMS), you'll coordinate all aspects of the workplace service as required. Whether it's supporting planned maintenance activities, conducting safety audits, or coordinating space utilisation, your expertise contributes to creating a safe, functional, and productive environment for colleagues and visitors.

The role is varied, and you'll be required to coordinate various tasks at once working with a variety of internal and external stakeholders.

### About you

This is an exciting role to support this busy and well maintained office campus. You will be passionate about working in a highly effective Workplace team to support our customer. Your keen eye for detail and broad experience in Workplace Management will be essential to the delivery of a worldclass service.

You should have good working knowledge of facilities management, supplier coordination and health & safety, with a strong focus on sustainability and forward maintenance planning. Additionally, you should be confident to coordinate reactive maintenance, and small project works to deliver a fast and efficient service.

# Motability Operations

## Minimum criteria

- Experience of contract coordination across Total Facilities Management (TFM) including managing 3<sup>rd</sup> party suppliers
- Awareness of Health, Safety and Environmental requirements including Risk Assessments.
- Understanding of technical services and premises management.
- Experience of working to Service Level Agreements and Key Performance Indicators.
- Knowledge in the use of Building Management System (BMS) and Integrated Workplace Management Systems (CAFM).
- Experience of carrying out DSE assessments

## Who you'll be working with

This position reports to the Senior Workplace Manager. You will be working alongside the Workplace team in Bristol as well as in our other locations. As a member of the Workplace team, you will be required to work closely with external supply partners who support us on site to coordinate their work. You will also be expected build and maintain relationships with colleagues in Scotland to ensure they're requirements are being met.

## 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 860,000 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.

### 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.

# Motability Operations

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 → We find solutions
- We believe we must take the lead → We drive change
- We believe everything starts with the customer → 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