

Head of Workplace Design and Delivery

An exciting opportunity has arisen and a new role of **Head of Workplace Design and Delivery** has been created within the Development Team at GPE, to concentrate specifically on our Flex space, as we roll out our flexible workplace offer.

Organisation background:

Great Portland Estates (GPE) is a highly regarded central London Property Investment and Development company with approximately £2.5 billion of real estate. GPE is primarily office focused with retail and some residential; 100% of the portfolio is located within central London. The business focuses on acquiring and developing properties through effective portfolio management or redevelopment to reposition them and unlock their full potential.

The business is focused on two main business streams:

1. Acquiring and developing 'HQ' properties – to reposition them and let typically on longer leases to large businesses; and
2. Providing 'Flex' space to meet customer's needs, with an increasing focus on great design, amenity, technology and health & wellbeing. 'Flex' space encapsulates fitted and fully managed spaces that GPE provide directly, as well as partnerships with serviced office operators through management agreements.

GPE's 'Flex' portfolio has already become one of the top 10 largest in Central London, and we have a clear ambition to grow this offering from 420,000 sq. ft today to 1,000,000 sq. ft. by 2028. It is also our ambition that the fully managed spaces will constitute the majority of the 'Flex' portfolio, where customers enjoy the privacy of their own office, with their own front door, meeting rooms, kitchens etc. but with all the hassle free benefits of a serviced office (a simple, all inclusive, hassle free real estate solution).

Our understanding of customers, combined with successful reading of the real estate market, continues to deliver outstanding performance for shareholders and makes for a very dynamic environment in which to work.

Head of Workplace Design and Delivery Role

The Head of Workplace Design and Delivery will be part of the wider development team reporting to the Director of Projects. The Head of Workplace Design and Delivery will be the in-house expert and lead in workplace design and design strategy, interior design and styling, and lead discussions with internal teams and external providers for all our Flex projects.

The Head of Workplace Design and Delivery will also be responsible for the Workplace Projects Lead and the team delivering Flex Projects. They will also primarily work alongside the Leasing Team, Portfolio Managers, Occupier Services team and Workplace and Innovation Team ensuring all fit-out projects are to the required GPE standards, in line with changing occupier demands.

The Head of Workplace Design and Delivery will play a key role in the development and improvement of GPE's Flex offering including Cat B / turn-key fitted space, additional building

amenities, and increased occupier experience. Whilst remaining abreast of current trends the Head of Workplace Design and Delivery will continuously review and keep the business advised on the future of the office.

This role requires someone who is able to work autonomously and lead teams, with a commercial and constantly progressive mindset. A pure office background is not essential and experience in other sectors may be beneficial.

Key Responsibilities

1. **Workplace strategy and design** - To lead the GPE workplace strategy and design. Remain up to date with the latest workplace trends and occupier expectations. Lead the development, review and integration of a set of design standards for fit-out works in response to changing occupier demands, whilst also meeting key commercial objectives and the themes of sustainability, wellbeing, technology and customer service. It is essential that these guides remain market leading through continuous review and updated when relevant.
2. **Design Lead** – In developing the GPE design guidelines the Head of Workplace Design and Delivery will take the in-house lead for design of our fitted and fully managed spaces, providing direction to our external supply chain. The Head of Workplace Design and Delivery should be confident in presenting their proposals to all within the business and our team of external providers. Providing design support for all Flex portfolio projects (from single floor fit outs to whole building redevelopment), the Head of Workplace Design and Delivery will be responsible for external design teams in redesigning the interior workplace and reception areas, creating additional building amenities, internal styling and furnishings.
3. **Market research and design of space** - Coordinate, research and maintain internal awareness of the latest design and fit-outs of leading occupiers and flexible office operators. This may also include consulting with occupiers, existing and new about their office plan and experience in GPE space. This offers the opportunity to learn, improve and expand our design of space to continuously improve GPE's workplace design and occupier experience.
4. **Procurement and project delivery support** – Manage the Workplace Projects team to ensure the delivery of Flex projects meets the design brief and business plan needs. Support the New Business team in any pre-purchase discussions that may involve the incorporation of flex products or re-design of space. Lead the Workplace Projects team to improve purchasing power through smart and efficient purchasing of all items including furniture and other items.
5. **Communication** – Work with all GPE teams to achieve optimum product definition, procurement and project delivery and improve efficiency, quality and occupier experience. Liaise with our Customer Experience team and customers to ensure our product is meeting or exceeding requirements and co-ordinate the provision of information and support the brand evolution with the Marketing team.

6. **Approvals** – The Head of Workplace Design and Delivery will support the Development Manager and/or Portfolio Manager in obtaining timely approval for Business Plans and fit-out strategies from the Executive Committee and where necessary, the Board.
7. **Compliance** – The Head of Workplace Design and Delivery will ensure that the Company's Corporate Responsibility values and objectives are actively pursued in their area of work and will keep up to date with all required and relevant legislation.

Key Competencies:-

- Creative, with a continuous-improvement mind-set
- Commercially minded, ensuring designs meet expectations, and delivery is to budget and wider business requirements
- Team leadership qualities – the ability to motivate, challenge and direct a team
- Inquisitive, strategic and generates new ideas to create/add value
- Has a team-orientated mindset, encouraging collaboration and knowledge-sharing across teams
- Open and responsive to feedback
- Great attention to detail, taking real pride in what they achieve
- Strong work standards and ethics, and recognised as trustworthy, honest and reliable
- Resilient, deals positively and constructively with challenges
- Organised and structured approach to work
- Prepared to 'go-the-extra mile' in order to meet or exceed the needs of the business
- Self-starter that seeks out responsibility and challenges
- Excellent communication skills with the ability to clearly communicate internal requirements to external consultants and contractors

Relevant professional experience:-

- Background in architecture and/or interior design
- Proven track record of delivering creative workplace strategy and first class interior design
- An established reputation in the industry with a great track record for building and maintaining strong relationships
- Experience within the Real Estate sector, ideally with experience in the flex office and possibly hospitality sectors
- Passion for real estate and an eye for design aesthetics
- Experience of working in a professional/technically oriented organisation

Live by our Company Values:-

- We achieve more together
- We are committed to excellence
- We are open and fair
- We embrace opportunity