



Job Description:

Customer Experience and Workplace Services Apprenticeship (formally called Occupier and Property Services)

Status: 24-month Fixed Term Contract with (full time, including time for study)

The apprenticeship is provided by The Capital City College Group. To apply, please e-mail your interest to Bijal Gor at Capital City College (e-mail Bijal.Gor@capitalcct.ac.uk).

Further instructions on the application process and more details about the apprenticeship will be provided on receipt of your e-mail.

We are a FTSE 250 property investment and development company owning £2.5 billion of real estate in central London. We proactively manage our portfolio, flexing our activities in tune with London's property cycle to deliver long-term out-performance. We create in-demand spaces that people want to be part of; helping our Customers, local communities and the city to thrive. We do this by:

- Having a clear strategy and business model
- Building and nurturing strong relationships
- Being sustainable and actively contributing to our community
- Attracting and supporting talented people in achieving their full potential

Our values and behaviours, support our purpose and help us preserve a strong and positive culture. They encapsulate who we are and how we do business. Everyone at GPE is accountable for living by our shared set of behaviours. Together, our purpose, values and behaviours make us unique.

We are currently looking to employ three apprentices within the Customer Experience and Workplace Services department under a 24-month apprenticeship programme. The apprentices will rotate across the three teams within the business at 8-month intervals to provide exposure to the activities of the whole team.

The Role

The Apprentice is responsible for assisting the department with the day-to-day operational management of our buildings. At GPE we are committed to excellence and consistently delivering the brilliant basics will demonstrate this. To do that, the successful candidate will ensure our workplaces are clean, healthy, safe and secure as standard.

As a brand ambassador, you will be passionate about customer experience and will assist our teams to work with our Service Partners to achieve our goals - providing them with direction and motivation to help us achieve more together. Creating workplaces that provide memorable experiences is our priority, so it's vital that you promote and maintain positive relationships with our customers, partners and local communities. You should enjoy finding new and innovative ways of doing things and will play a key role in driving a consistent approach to our workplace strategies - helping us to implement a culture of continuous improvement and customer engagement.

Customer Experience Team

Key responsibilities include:

- Supporting the team to provide best in class service to our Customers by communicating, responding and engaging in addition to coordinating events and experiences in our buildings.
- Carrying out regular inspections of properties to ensure the occupational profile and general cleanliness, tidiness, and condition of the building(s) is of the highest standard. This includes regular inspections of any vacant units to maintain showroom conditions at all times.
- Working closely with all service partners, with a “one team ethos” approach to create a safe and welcoming environment for all Customers. You will attend regular monthly site meetings with the Contract Managers to discuss service levels, service delivery improvements and implementation of innovation opportunities where possible.

- Assisting the Customer Experience Managers to oversee and manage the annual Service Charge budget for their respective buildings.
- Supporting the team to coordinate emergency repairs, minor repairs and building maintenance tasks in a safe and timely manner, ensuring that appropriate job orders have been raised and risk assessments submitted.
- Supporting the team to fulfil compliance duties, ensuring that all properties across the portfolio remain compliant with current policies, regulations, and building codes and ensuring our health and safety system is up to date. You will also assist the team to monitor the safe working of contractors, irrespective of whether they are working for the company or for Customers.
- Supporting the team to implement the social impact strategy.

Workplace Services Team

Key responsibilities include:

- Supporting the procurement and technical services teams to complete tender exercises.
- Downloading quarterly service partner KPIs into a report format and circulating to the team and service partners.
- Providing admin support to the Property Services team.
- Carrying out research into potential service partners.
- Assisting with the arrangement of customer engagement events within our buildings.
- Collating interesting stories and anecdotes from around the portfolio for the weekly managed portfolio Friday email submission.
- Supporting the host of monthly team meeting to create an interesting agenda and an engaging meeting.
- Supporting Heads of Departments in creating a meaningful quarterly meeting for service partners.
- Helping to drive the ‘one team’ plan as it evolves.

Fully Managed Team:

Key responsibilities include:

- Supporting the team in delivering a premium, proactive and enjoyable workplace experience to our Fully Managed customers. Splitting your time across our portfolio,

and ensuring you have a good understanding of our Fully Managed offering and locations.

- Supporting with the customer onboarding and offboarding process; ensuring the process is followed, acting as a contact for the customer and liaising with any partners required throughout the process.
- Providing cover for any planned or unexpected leave within the team. Supporting the team with our events programme, working to ensure we deliver great experiences for our customers.
- Ensuring our Fully Managed Teams channel is kept up-to-date and documents are correctly filed and labelled.
- Supporting the team with managing and ordering consumables for our spaces.
- Supporting the team through the monthly OpEx review process; ensuring reports are filed and responded to, comments are logged and the process is followed.
- Working with our partners to complete audits and reviews monthly, helping to ensure our spaces remain fit for purpose and deliver an exceptional user experience.
- Leading by example – delivering a professional, fun and focused service that aims to achieve customer retention, advocacy and acquisition.

Skills Required:

- Maths and English GCSE (minimum of grade 5 (grade C))
- Communication skills – good written and verbal communication skills with demonstrable experience in communicating effectively with a range of internal and external stakeholders
- Teamwork – works collaboratively with colleagues, anticipates their requirements, keeps them fully updated on matters affecting them and offers and seeks help as appropriate
- IT skills – across the full Microsoft office suite
- Strong, proven Excel skills with the confidence to work with data and analyse reports
- Customer focused approach: Support our people with a best-in-class approach to supporting them with their queries

Personal Qualities:

- High degree of professionalism and integrity, with the ability to be discreet
- Approachable and has a positive, solutions focused attitude when dealing with internal stakeholders
- Conscientious and delivers on commitments with the preparedness to ‘go-the-extra mile’ in order to meet the needs of the business and customers
- Composed in pressured situations with personal resilience – responds positively to the needs of a demanding client base.
- A continuous improvement mind-set – constantly looks for ways to deliver the best possible service to the team and the wider business
- High level of energy and a keen interest in learning and developing within the property sector
- Works flexibly and cooperatively as part of a team
- Low ego – prepared to “roll sleeves up” in order to get a job done

Qualifications Undertaken during apprenticeship:

IOSH ‘Managing Safely’ qualification to be undertaken whilst conducting apprenticeship

GPE.