**Yorkshire Housing Role Profile**

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| **Job title:** | Workplace Experience Coordinator | **Leader of others:** | No |
| **Reports to:** | Workplace Experience Manager | **Contract type:** | Fixed Base |
| **Business area:** | Colleague Experience | **Car allowance:** | No |
| **Budget holder:** | No | **DBS required:** | No |

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| **Job purpose** |
| The Workplace Experience Coordinators play a vital role in shaping the day-to-day atmosphere and functionality of our central hub, The Place, and our other hubs across Yorkshire*.* As the first point of contact for colleagues, clients, and visitors, they are responsible for creating a warm, welcoming, and professional environment that reflects our values and culture.  While ‘The Place’ serves as our primary hub, the Workplace Experience Team will also support the ongoing development and management of additional hubs across Yorkshire. This role will ensure that all locations offer consistent, high-quality experiences, helping to create connected and engaging environments throughout the region. Our Coordinators are custodians of our spaces, ensuring it is not only visually appealing and well-maintained but also fully operational and responsive to the needs of its users. Whether it’s greeting guests with a smile, resolving a technical issue, or ensuring meeting rooms are set up and ready, they are proactive, solutions-focused, and committed to excellence.  Working closely with teams across IT, Facilities Management (FM), Health & Safety (H&S), and People, they act as connectors—ensuring that the physical environment, technology, and human interactions come together seamlessly to support productivity, collaboration, and wellbeing.  Additionally, the Workplace Experience Team will be integral to supporting Charity of the Year (COTY) initiatives and events. They will ensure these occasions reflect Yorkshire Housing’s values and mission, creating engaging experiences that leave a lasting impact. This may involve coordinating logistics, managing presence, and often traveling to represent the hubs and share best practices.  This role is dynamic and hands-on, requiring a blend of hospitality, operational oversight, and stakeholder engagement. Ultimately, they are the champions of the workplace experience, ensuring that every visit to *‘The Place’* or any Yorkshire Housing workspace is smooth, enjoyable, and memorable. |

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| **Key responsibilities** |
| **Creating a brilliant visitor experience**   * You’ll play an important role in creating a warm, welcoming and inclusive environment for everyone who visits. * You’ll use your natural engagement and networking skills to quickly get to know your customers and support people to navigate the hub and use the space for what they need. * You’ll be a dab hand at greeting people when they arrive, meeting external visitors and contractors, overseeing space bookings, and being the general point of contact for anyone needing support – in person, online or on the phone. * You’ll make sure that everything works as it should do and act quickly when something doesn’t – working closely with our technology, FM, H&S or people teams to get it sorted. * While we don’t have lots of formal meetings, you’ll make sure the group spaces are prepared when we do have a crowd in. You’ll work with the meeting host to set the space up so it’s right for the task. * Hybrid meetings where people are dialling in to an in-person meeting? No sweat – you’ll become an expert with the tech and provide first line support where it’s needed. * You’ll be the eyes and ears for how the space is being used and feed this back to the Workplace Experience Manager so that the space evolves with colleagues needs.   **Workspace management**   * You’ll keep everything working (and looking) tip top. That includes regularly monitoring drinks stations, fridges, dishwashers, furniture, tech kit, washrooms and the general environment and making sure it’s well stocked, tidy and ready for the next visitors. * You’ll sort, or flag up any hygiene issues quickly. This might mean cleaning a toilet or two. * Getting out and about supporting our hubs across the Yorkshire region, ensuring all our colleagues have everything they need.   **Workspace admin**   * You’ll have responsibility for all post that comes into Yorkshire Housing. If something gets delivered, you’ll direct it to the right person. * If something needs fixing – you’ll get it booked in and sorted. * Meeting room bookings including meeting room set ups, tech support, catering orders * Ordering supplies for The Place and our hubs, you’ll raise POs and deal with invoices * Monitoring The Place inbox, personal inbox and teams messages, dealing with all general enquiries for The Place/workspaces including parking requests   **Workspace Health and Safety**   * You’ll work closely with the H&S team to monitor and flag up any H&S issues. You’ll be involved in supporting our fire evacuation procedures and first aid arrangements. * You’ll provide clear direction and support to colleagues and visitors if there’s an incident. * You’ll be a champion for workplace wellbeing and collaborate with people team and H&S team colleagues to make sure our hubs continue to support colleague’s wellbeing at work.   As you can imagine, the above might not be all you’ll be responsible for in role, so you might be asked to take on some other key responsibilities aligned and in support of the wider People and Culture team. |

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| **What you’ll bring to the role** |
| **The main things:** |
| * Experience of delivering top quality service – the type of role and type of customer you’ve worked with isn’t important, but you’ll know what it takes to create a brilliant customer experience. * A dab-hand at creating a first and lasting impression! * Naturally warm and welcoming – with a knack for making people feel comfortable and included. * Super organised and with an impeccable eye for detail – you care about the little things that make a difference. * An understanding of Facilities Management – you don’t always need to know how to fix it, but you do need to spot what needs fixing and why it’s important. * Proactive, tenacious and collaborative - willing to roll your sleeves up and get stuck in to whatever needs doing. * Tech-savvy and interested in learning new stuff! * A genuine interest in people – you’ll want to learn how people work best and what they need, with the empathy and imagination to find the right solutions. * Full UK driving licence and access to own vehicle, you’ll need to be able and willing to travel across Yorkshire to our hubs with support from the wider team. * Eagerness to develop own skills and adapt to change. * Personal values and approach that align with YH’s values. * Ability to work flexibly in line with Hub, Home and Roam principles. * An understanding of Equality, Diversity and Inclusivity and how this is applied through our service to customers and colleagues. |
| **It would be a bonus if you have:** |
| * Previous experience in a similar role |
| **Our values:** |
| Our values describe what matters most to us, and what our colleagues should expect from each other. We’re all expected to show how we support and live up to these values in our work.  **Create trust** • Do the right thing, not the easy thing • Be honest and open • Do what you say  **Be curious** • Think differently • Ask questions • Keep learning  **Make it happen** • Own it • Do it • Be empowered  **Achieve impact** • Do things that matter • Deliver results • Show pride and passion  **Have fun** • Enjoy work • Be yourself • Stay connected  We want colleagues to feel free to be themselves - so we’re all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you’d expect, we’re responsible for our own health and safety, following our policies and doing any training needed for our roles. |

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| **Date Role Profile last reviewed:** | June 2025 |