

<b>Job Title: Flex Customer Experience Manager</b>
<b>Department: Customer Experience</b>
<b>Contract Status: Permanent, Full-time</b>
<b>Hiring Manager: Nicola Jones (Flex Customer Experience Senior Manager)</b>
<b>HR Contact: Felicity Kelly (HRBP)</b>

**Job Description:** Flex Customer Experience Manager within a FTSE 250 Property Investment and Development Company

An exciting new role has arisen for a Flex Customer Experience Manager to join the CX team at GPE.

GPE is a highly respected central London property investment and development company quoted on the London Stock Exchange. The Company, which employs around 130 people, owns around £2.5 billion of real estate – primarily commercial but also retail; and a small amount of residential – 100% in central London with a rent roll of approx. £100 million per annum. The business focuses on acquiring, managing and repositioning properties – to unlock their full potential and value. This approach, combined with successful reading of the real estate market, continues to deliver great performance for shareholders and makes for a dynamic environment in which to work.

At GPE, we genuinely believe that diversity gives us strength, but we know this strength is only fully realised if our environment is truly inclusive. Our culture is grounded in genuine and mutual respect, and we do not tolerate discrimination of any kind. We hire talented, unique individuals who are encouraged to collaborate, be their authentic selves and they support their colleagues to do the same.

**Job Description: Flex Customer Experience Manager**

Flex Customer Experience Manager is responsible for delivering exceptional customer experiences and creating productive, enjoyable environments for our partners and customers to thrive in. As our brand ambassador and “go-to” person onsite, you will be passionate about customer experience and will work with our Service Partners to achieve our goals – providing them with the direction and motivation to help us achieve more together.

Creating workplaces that provide memorable experiences is our priority, so it is vital that you promote and maintain positive relationships with our customers, partners, and local communities. To enable you to do this, you will take responsibility for the delivery of our workplace strategy, aiming to regularly exceed customer’s expectations and embracing opportunities to identify and implement innovative ideas throughout the year.

Drawing on your own experience and knowledge of our customers, you will help shape the look and feel of our workplaces in a way that sets us apart from our competition, demonstrates the collaborative approach we take and that creates an open, fair, and inclusive environment for all.

You will be passionate and dedicated to delivering great customer and workplace experiences. 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 across the GPE Fully Managed portfolio - helping us to implement a culture of continuous improvement and customer engagement.

### **Key Responsibilities**

- Responsible for the customer and workplace experience
- Responsible for the day-to-day management of your Fully Managed GPE Workplace
- Managing relationships and working collaboratively with Key stakeholders - externally and internally from across our business (Portfolio, Finance, Health & Safety and Leasing)
- Responsible for delivering a premium, proactive and enjoyable workplace experience to customers
- Lead by example - delivering a professional, fun and focused service that aims to achieve customer retention, advocacy and acquisition.
- Position GPE as a partner of choice for our customers
- Ensure our amenity spaces remain fit for purpose and deliver an exceptional user experience
- Strengthen relationships with customers by proactively engaging with them, understanding their needs and using anecdotal feedback to shape their experience with GPE
- Contribute to the annual customer survey process by taking responsibility for creating and implementing any resulting action plans
- Lead on customer onboarding and offboarding - ensure a smooth transition throughout
- Lead your workplace's programme of events in line with GPE's values and strategic objectives

### **Financial Management**

- Responsible for the management of our OpEx budget for your workplace.
- Assessing and highlighting any financial and commercial risk, setting of budgets annually and the ongoing management of the finances within budget parameters
- Regular reporting to the business on budget performance against forecast

### **Commercial Planning, Sustainability and Wellness**

- Work in partnership with the GPE Fully Managed team, contributing to the strategy for your workplace, working to ensure this is aligned against our experiences and will achieve our customer and commercial objectives
- Proactively identify opportunities for innovation and areas where commercialisation initiatives can be introduced and tested
- Understand and promote additional services and opportunities that GPE could potentially offer customers
- Engage with engineering and sustainability teams to ensure your workplace is at optimal efficiency
- Help to identify opportunities to reduce energy consumption and improve sustainability performance wherever possible
- Ensure any wellness criteria and objectives are understood, managed and reported on throughout the year
- Work with local communities and our partners to identify opportunities to provide a platform to enterprises that align with our business objectives.

### **Workplace Management**

- Ensure our amenity space, meeting rooms and phone booths are clean, healthy, safe and secure
- Use your knowledge and experience to generate ideas and innovations that create exceptional workplaces and experience for our customers
- Responsible for ensuring that the space we deliver allow our customers to feel more effective and successful in achieving their own business objectives with us
- Ensure any customer feedback received is captured and fed back into the wider business

### **Service Partner Management**

- Responsible for managing the day-to-day delivery of all services (i.e., Housekeeping, maintenance, catering and security), liaising with the relevant team members to ensure standards are continuously set, discussed and maintained
- Indirect management of any site-based service partners
- Ensure all service partners are regularly reviewed and that the SLA's are being pro-actively managed and reported on

### **Decision-making**

- The role will have responsibility for making day-to-day decisions relating to the customer and workplace experience and service delivery within the asset(s) you are responsible for. These decisions could include (but will not be limited to) people, health and safety, finances, sustainability targets, technical delivery, service partner performance and workplace experience. You will be supported by the Senior Operations Manager but should

comfortable to risk-assess situations and make decision as and when required.

### **Critical Skills and Experience Required**

- IOSH qualifications preferred
- Customer focus - Establishes and maintains effective customer relationships, dedicated to understanding customer requirements and meeting customer expectations
- Good judgement and decision making
- Ability to remain calm under pressure, recovering quickly from setback and willing to make tough decisions.
- Builds constructive and effective relationships with key stakeholders
- Curious and innovative - be prepared to take calculated risks and adopt innovative approaches
- Inspire others, collaborative teamwork as well as taking accountability and ownership of their work.

### **Live by our Company Values**

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

As a Disability Confident employer, we will ensure that a fair and proportionate number of disabled candidates that meet the minimum criteria for this position will be offered an interview. Moreover, we will ensure that reasonable adjustments are made for applicants during the recruiting process. We encourage candidates to confirm any requirements that we can reasonably fulfil to make the application process a positive experience for all candidates. If you would like to provide any feedback on your application process this would also be welcome by emailing [hrsupport@gpe.co.uk](mailto:hrsupport@gpe.co.uk).