Role: Campus Soft Services Coordinator

Reports to: Facilities Soft Services Supervisor

Location: Scottish Event Campus, Glasgow, site-based role

Role Summary

To support the delivery of our soft services, which play a crucial role in the experience of all clients and customers at the Scottish Event Campus (SEC). Offer support for the Facilities & Contract Manager on managing the Cleaning Partner contract. Support the management of sub-contractors to ensure effective and compliant delivery of services at the SEC in accordance with the company standards and procedures.

Key Responsibilities

- To support and continually improve housekeeping with the Cleaning Partner and operate in accordance with SEC Health & Safety procedures at all times.
- To support on the cleaning standards across the Campus; supporting the business needs, while working proactively around the company's tenancy schedule.
- Ensure the consumables and stock taking is taking in conjunction with the Cleaning Partner monthly.
- Liaise with the helpdesk to resolve any soft services issues quickly and effectively, including completing tasks and jobs as appropriate.
- Support colleagues across the Facilities Team to facilitate the delivery of service quality that enhances the client and customer experience and exceeds expectations.
- Assist the Facilities Soft Services Supervisor & Facilities and Contract Manager to ensure post event inspections of all client and visitor event space and complete regular venue inspections with the Cleaning Partner.
- Complete detailed inventory checks for all client spaces (organiser offices, artist dressing rooms, and productions rooms) and provide completed handover checklists to the clients at the beginning of their tenancy. Ensure outstanding jobs are prioritised for completion during tenancy wherever possible.
- To ensure the cleaning operation continually improves in all areas for Events & visitors to the Hydro, Armadillo & SEC.

Required Skills and Experience

- Knowledge of Health & Safety legislation including COSHH.
- Good numerical and written skills.
- A minimum of 12 months experience working in a similar environment or in a commercial environment.
- Experience of Microsoft software systems.
- Able to work flexibly in line with business requirements including working during events in evenings and weekends.
- Educated to a minimum of NVQ level 2 or equivalent.

Key Competencies

- Strong communications skills.
- Excellent people management skills.
- Ability to communicate effectively at all levels.
- Personal commitment to Learning and Development.