

# Position Description

<b>Title</b>	Workplace Coordinator	<b>Date Prepared</b>	14.5.26
<b>Reports to</b>	Workplace Site Lead	<b>Approved by</b>	HR

## Main Purpose of Role

## Key Responsibilities

### Statement of Purpose

The Workplace Coordinator is a key member of the Workplace Services team. The objective of the team within Core Business Services (CBS) is to support EY Partners and staff to consolidate their vision to be market leader. The role has the responsibility for supporting workplace operations and curating the experience of all internal and external clients within the EY tenancy.

## KEY RESULT AREAS

### Major responsibilities and keys tasks

- Support exceptional operating standards of workplace premises in Brisbane, striving for a best-in-class workplace operations across professional services.
- Ensure Operational Compliance is maintained. This can be achieved through the implementation of compliance and maintenance processes and procedures.
- Support the delivery of local emergency response procedures and workplace health & safety compliance. Address and respond to issues/incidents related to the workplace and collaborate on strategies to reducing the further risks.
- Support the delivery of OneService and Asset Management functions, ensuring alignment with processes and standards.
- Support the OneService front of house desk and offerings.
- Conduct floor inspections to assess presentation and functionality standards. Actively use the in-house maintenance tool to log, track and manage all maintenance issues/work orders in accordance with set processes and procedures.
- Proactively drive and support the implementation of workplace technology, programs, and initiatives to drive further engagement with the business and enhance the in-office experience.
- Collaborate with your team in crafting and driving engaging workplace experiences through various programs, initiatives, and innovation. Collaborate with internal and external stakeholders to elevate the holistic workplace experience.
- Foster and maintain positive working relationships with key stakeholders to allow for insights and learning.
- Maintain a strong understanding of the processes, procedures and systems used in the workplace operation to accomplish team objectives and maintain safety, security, and compliance standards.
- Contribute to a welcoming onboarding experience by actively participating in “Welcome to EY” sessions and induction programs for new joiners.
- Collaborate and work with other support teams and similar roles in Oceania to streamline services and maintain, improve, and support the EY Experience.
- The position holder will perform other responsibilities and tasks as required to achieve the agreed performance outcomes.

## Decision making authority

Incumbents of this position have the authority to make the decisions and take actions necessary to carry out the responsibilities detailed in this Position Description. Financial authority levels for this position are determined by the Firm's financial policy.

## Reporting Structure

- Direct Reports – Site dependent – see organization structure.
- Indirect Reports – Site dependent – see organization structure.
- Reporting structures are subject to change.

## Attributes

- Strong team player with experience working in team environments.
- Be client experience oriented and strive for excellence in each interaction, displaying an empathetic approach.
- Excellent communication skills with a focus on transparency. Ability to positively engage with various internal/external stakeholders.
- Deliver strong customer service behaviours, with a positive mindset.
- Remain calm and level-headed during times of fluid, heightened or changing demands.
- Look to anticipate the needs of clients with proactive responses and actions.
- Be an efficient task manager striving for quality in each interaction.
- Energetic and consistent demeanour.
- Growth oriented and quickly adaptable.
- Be innovative and seek continuous improvement, utilizing a range of technology platforms.
- Proficient in MS Office Suite – Outlook/Word/Excel/PowerPoint.
- Able to be onsite daily during business hours.

## Objectives/measures

- Positive client satisfaction feedback related to the provision of services by the Workplace Services function.
- Participation in team meetings, knowledge sharing and identification of possible improvements to processes and procedures.
- Timely and successful implementation of agreed projects and/or deliverables.

## Key relationships

- |   |  |
|---|--|
| <ul style="list-style-type: none"><li>• Staff and Partners</li><li>• Workplace Site Lead</li><li>• AU National Manager</li><li>• Internal CBS Support Teams</li><li>• Hospitality Team</li><li>• Executive Assistants</li></ul> | <ul style="list-style-type: none"><li>• Building Managers</li><li>• Outsourced Providers</li><li>• Contractors, suppliers, service providers</li></ul> |
|---|--|

## PERFORMANCE STANDARDS

- Performance Standards will be measured based on the Key Result Areas list above, identifying levels of standards with a measurable outcome.
- Performance Standards are described in the accompanying performance standard document and will be discussed on the commencement of employment.

## WORK ENVIRONMENT

- This is an award Full Time permanent position, details of FAR will be disclosed in your employment contract.

### Acceptance

I, \_\_\_\_\_, have read and understood the responsibilities contained within this document. I understand that this position description is a broad reflection of my responsibilities and goals and not a prescriptive list of every task I will perform throughout the course of my employment. I agree to this position description being revised on a regular basis to ensure relevance, currency and appropriateness.

**SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_