

# JOB DESCRIPTION

<b>Job Title</b>	Space Planning Officer		
<b>Reports to</b>	Planning and Moves Manager		
<b>Department</b>	Estates and Campus Services		
<b>Job Family</b>	Business Services	<b>Level</b>	L3

## About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

## About the Department

The Space Management team manages all space planning activities and lead as the knowledgeable experts in the School on all space related issues. Key responsibilities include

- Managing all bookable space across campus (teaching, hospitality and event space)
- Degree Education and Executive Education timetabling and programme bookings
- The recording and management of all estate master plans
- BAU office moves and relocations
- Specialist draughting / drawing work (AutoCAD)
- Management of the Space Occupancy Schedule (SOS)
- Delivery of moves associated with the School's Long Term Office Plan (LTOP)
- Furniture scoping and identifying suitable products for office environments
- Staff desking bookings supporting smart working
- Estates systems support
- Capital project support providing space planning skills, timetabling knowledge and undertaking moves and relocations in support of capital project works.

## Job Purpose

The purpose of this role is to be an active member of the Space Planning team contributing positively in all areas of the department's operations. Reporting to the Moves and Planning Manager this role will focus on the following key activities on a typical day:

- Space Planning activities using AutoCAD
- Supporting Office Moves, both project and BAU related moves
- Undertaking space record updates in AutoCAD and related systems
- Liaising with colleagues across the department ensuring space updates are actioned
- Supporting room booking and staff desk booking requests

The space planning team works closely with the Associate Director Estates & Campus Services so the post holder will from time to time cover other aspects of the Planning and Move Manager's role. The role requires a competent AutoCAD draughts person who can undertake space surveys and using AutoCAD accurately draw surveyed spaces. The use of AutoCAD will represent at least 50% of the role on a day-to-day basis. You will need to be able to provide competent space planning advice in line with the School's space policies and deal with both internal and external service teams such as the School's furniture providers on a range of office moves and project related issues.

The post holder will also provide cover for the room bookings team in the Space Management department and the Estates helpdesk team. During extremely busy periods or during periods of unusual staff absence both these key services teams must continue to provide an excellent service to the School community and the post holder will be expected to assist with delivering these services. Training on these other systems will be provided.

## Key Areas of accountability and Key Performance Indicators (KPIs)

### Key areas of accountability:

#### **Delivery and Support**

- Conduct AutoCAD drawing tasks in accordance with defined department and space policies, procedures and instructions to ensure the delivery of a first-class service to all stakeholders.
- Undertake space surveys in accordance with space measurement industry practises and translate these surveys into AutoCAD space plans.
- Provide first line support within the School, responding to emails and calls regarding routine space and furniture queries providing an excellent service to stakeholders with the information and/or understanding they need.
- Monitor furniture orders and delivery schedules to ensure that furniture is delivered in a timely fashion to support planned works and other office moves.
- Organise, input into and monitor CAFM and other databases and record sets (e.g. Space Occupancy Schedule – SOS) ensuring accuracy and timeliness of data recording in line with established processes.

#### **Analysis and Reporting**

- Conduct analysis to support the identification of space trends and forecasting to enable effective space planning.
- Create detailed Excel based analysis of space data to inform decision making by line management.

#### **Compliance**

- Undertake investigations and inspections of recorded spaces, processes and working practices in accordance with established procedure to identify actual/potential compliance issues and recommend appropriate remedial actions.

### **Collaboration**

- Collaborate closely with team members and other departments across the School to enable cross department working, to raise the team's profile, and to drive consistency of approach/standards through the wider School, thereby enabling effective service delivery.

### **Project Management**

- Provide move management support to projects delivered by Space Management in order to support staff and faculty moves across the estate.
- Provide move management support for larger capital projects that involve the move of staff and/or faculty.
- Engage with internal and external service teams who are undertaking move related services on campus.

### **Financial Management**

- Accurately process invoices and input financial data into systems to support the tracking of move and furniture related costs against budgets.
- Support the annual creation and ongoing tracking of budgets relating to the Office Moves budget.

### **Process Improvement**

- Proactively review relevant processes and systems within the space planning team and make suggestions to the Planning and Moves Manager to improve efficiency .

### **People Management**

- This role has no direct reports. However, you will interact with customer groups representing the whole School community as well as external service suppliers and will be required to positively and professionally represent the department and School.
- Deputise for the Space Planning and Moves Manager as required in order to manage and direct internal and external services teams undertaking works on campus.

### **Change Management**

- Champion change by role modelling the behaviour expected from all colleagues, and follow through on new activities or actions brought about change to help support its successful implementation.

### **KPIs:**

- Delivery of high-quality service provided to all stakeholders and customers.
- Production of high-quality AutoCAD space plans and space surveys.
- Up-to-date diary management.
- Timely response to and resolution of enquiries, requests and issues.
- Accuracy and integrity of data in business systems.
- Development of relationships with colleagues across the department and IT service teams.
- Development of relationships with external suppliers who supply furniture and other move related support to the School.

- Positive feedback from project managers and key stakeholders.
- Compliance with processes, procedures and standards.
- Accuracy of financial records.
- Contribute to process reviews and operational improvements.

### Knowledge/Qualifications/Skills/Experience required

- Detailed AutoCAD drawing skill is essential.
- Experience of AutoCAD software is essential (version is 2020 or newer).
- Competent and thorough space surveying skills are essential.
- AutoCAD certification is beneficial.
- Good communication skills and the ability to address a variety of stakeholders.
- Sound working knowledge of standard IT packages, with emphasis on MS Excel and Outlook.
- Proactive approach to relationship development with colleagues.
- Good attention to detail with good time management skills with the ability to organise and prioritise.
- Experience of project management is beneficial.
- Good team working skills and the ability to work collaboratively and independently.
- Ability to interpret and apply guidelines to a specific activity.
- Experience of working in a customer-facing environment.

### Resources including team management

PC with all applied software will be provided. On the job training will be provided by the Planning and Moves Manager on the key aspects of the role. Training on other systems will be given as required. Role has no direct reports although the post holder will be expected to direct other School service teams and external contractors in relation to works undertaken by the Space Management team.

<b>Staff</b>	<b>0</b>
<b>Budgets</b>	<b>N/A</b>
<b>Date Updated</b>	<b>03 April 2023</b>