



Become
**Facility Management & Colleague Services Lead /
Lead Hub Manager Hamburg & Prague (All Gender)**
Our Operations Team in Hamburg & Prague is waiting for you.

We believe your interests to be equally important as the ones of your team. This is why you can achieve even more with us. Sounds good? Then you are just right with us.

Our promise

We help people move forward every day. We encourage you to develop your own ideas and offer an open company culture where everyone respects each other irrespective of hierarchy. You'll meet a variety of different people, living our values all day every day to do the best we can with integrity and excellence for our customers and stakeholders. Join our team for a diverse working experience and bring your personal contribution to our brand.

Your Part

- You are responsible for the delivering a world class fit for purpose customer service to our office locations in Hamburg and Prague
- You ensure total compliance with Group governance and regulatory requirements. You personally demonstrate zero tolerance of non-compliance in all aspects of Risk and Governance
- You are responsible for operational supplier management of all facility management and customer services across the entire supplier portfolio
- You ensure and control the efficient systems/process to monitor and analyse the effectiveness of the service delivery – performance management framework and trend analysis.
- You develop network of senior business clients, Barclays tenants and ensure that through the Executive Services Manager and the Operations teams that these relationships are expertly managed with both clients and tenants expectations exceeded
- Working with the Business Performance and Finance teams to develop estates budgets and cost investment plants for the corporate estate.
- Relentless focus on identifying and developing talent within the building services team, the estates teams and all other service delivery teams in the total supply chain

What you're made of

- Degree qualified with a continuing interest in self development and personal growth
- Preferred degree in facility management, Project Management or technical degree
- Deep functional expertise in Facility Management or Estates market place with a proven track record of delivery in both areas
- Proven track record of achieving great results through leading and directing a virtual team.
- Industry expertise to add value to business requirements through expert advice and support.
- An ability to think laterally and strategically in support to the broader Group requirements.
- Proven track record of managing / communicating sensitive information both locally and with Global colleagues
- Working understanding of local and Continental Europe approach to Health and Safety Management
- Experience related to legal assurance and compliance programs
- Excellent verbal, presentation and written communication skills
- Fluent German and English language skills

About us

We're not an average bank. We're Barclaycard: modern, diverse and digitally minded. As one of the country's leading credit institutions, we have over 700 employees based in Hamburg. For the past 25 years, we have been offering our customers flexible payment options and helpful financing solutions that have resulted in over 1 million customers.

Interested? Perfect

Send us your application with your resume and a cover letter with your salary expectations and earliest starting date to karriereaussichten@barclaycard.de, quoting reference 61/2020.