



# Role description

Head of Property & Workplace Services  
London

# The opportunity for you

## Executive summary

We're looking for an experienced Head of Property & Workplace Services to help deliver our real estate strategy and a seamless operational service providing a premium client experience across all our locations.

The individual will have strategic and operational responsibility for the Taylor Wessing UK, Ireland & Middle East (UKIME) property portfolio, including real estate strategy & project management, operational management and service delivery, procurement, budget & supplier management, business continuity planning, health & safety and sustainability.

## Key responsibilities

The Head of Property & Workplace Services role & responsibilities include:

Property projects

- Influencing the Taylor Wessing real estate strategy & optimising our property portfolio, including developing business cases for new locations, leading on lease & dilapidations negotiations and overseeing the design and fit-out of new and existing locations.
- Supporting the final stages of an exciting workplace change programme which has involved moving into an interim home for a 2-year period whilst overseeing the complete refurb of our London HQ, 5 New Street Square.
- Driving progress across all RIBA project stages including workplace strategy & design, construction, fit-out and operational readiness for new and existing locations.
- Ensuring a focus at all times on ensuring a great experience for our people who should feel delighted with their workplace, able to maintain high levels of productivity and benefiting from the social interaction, networking and development opportunities that the office facilitates.
- Overseeing property project management, financial management and carbon emissions management and optimising the productivity & satisfaction of our people through any workplace change.
- Providing project support to our international offices as required, including: Dublin, Dubai & San Francisco.

### Job title

Head of Property & Workplace Services

### Recruiting manager

Director of Business Transformation & Operations

### Department

Property & Workplace Services

### Working hours

Monday to Friday (09:30 – 17:30)

Working at least 3 days a week from our offices.

### Location

London with travel to other UKIME offices as required

### Perm/FTC

Permanent

### Salary

Competitive

### Working pattern

Taylor Wessing supports agile working, and the Talent Acquisition team would happily have conversations with potential candidates about how we could support agile or flexible working needs.

# The opportunity for you

## Key responsibilities

### Leadership

- Lead and develop a multi-site, multi-functional team, providing a vision for the team, with clearly articulated priorities aligned to the firm's strategy - enabling high performance, supporting individuals to develop and deliver on their potential, and enabling strong collaboration and co-ordination within TW.
- Develop excellent working relationships within the firm, building a strong TW network within Business Services and across the Practice Areas, forming strong partnerships, delivering on our aspirations of client service excellence.
- Embrace a client-led focus and continually strive to deliver client service excellence, reinforced through proactive effective communications and engagement with stakeholders.
- Engage actively externally to understand evolving industry & market best practice and how innovations such as GenAI can enhance our delivery of a digitally-led, high quality and efficient working environment and advocate for a positive culture of continuous improvement across all our offices.
- A strategic thinker who also enjoys being hands on. Ability to communicate and work with people at all levels from board level Partner to contract cleaner.

### Supplier Partnerships

- Building strong relationships with specialist 3rd party suppliers, (such as advisory agents, architects, workplace strategy & design consultants, sustainability, health & safety and MEP consultants), to ensure we deliver technical excellence and good value across our property portfolio.
- Overseeing the supplier procurement process to ensure strong supplier partnerships with our workplace services suppliers, landlords & tenants.
- Building strong relationships with all workplace services suppliers to deliver a first-class client experience across all our locations and a seamless experience for our people, including catering & hospitality, travel booking & cost and carbon emissions management, reception services and switchboard.

### Workplace Services

- Overseeing the day-to-day facilities management & maintenance for London HQ, Liverpool & Cambridge alongside overseeing the outsourced facilities management for Dublin.
- Driving an absolute focus on client service excellence across workplace services delivering high levels of workplace satisfaction and great feedback from our clients.

### Workplace Sustainability

- Achieving & maintaining ISO standards for each office, delivering on our environmental sustainability commitments.
- Delivering robust carbon emissions data management capability to track and deliver our sustainability targets. Actively contribute to our delivery of near term Science based targets, enabling reductions in our carbon footprint in relation to scope 1,2 & 3 and actively supporting TW's commitments through to the 1.5 Legal Charter.

# The opportunity for you

## Key responsibilities

### Workplace Health & Safety

- Developing our Health & Safety policies and processes to reflect a high-performance and people-led culture, ensuring both effective oversight but also proactive day-to-day engagement and execution (e.g., workstation and health and safety assessments).
- Ensuring that the health & safety of our people, our suppliers and our clients are at the heart of everything we do.

### Performance Management

- Working closely with Finance and Risk teams, overseeing Property & Workplace Services related procurement, risk management and financial management, including planning & budget management, recharge mechanisms, cost control, service charge management and any serviced office finance control and verification.
- Developing Workplace Services data governance and document management, including accountability, process flows and approvals - improving data quality, frequency and relevance to enable effective data-driven decision making.
- Producing effective management information & performance reporting, including cost and carbon emissions reporting, sub tenant recharge management, business rates and insurance validation, challenge and reporting, health & safety, office attendance, space utilisation, workplace analysis, trend reporting & benchmarking.
- Influencing decision making by producing data-driven analytics input for investment decisions and project status reporting.
- Overseeing Property & Workplace Services supplier contract management, including financial analysis & compliance, the preparation of quotations/tenders, writing tender specifications, contract schedules service level agreements, analysis of supplier bids and award of contracts, performance benchmarking and regular supplier performance reviews.
- Monitoring contractual payments to suppliers / sub-contractors and ensuring payments are accurate and timely and in accordance with the agreed contract terms.
- Supporting the development and deployment of Supply Chain policies and processes, and ensure they are followed, with particular reference to ethical standards.
- Creating and managing Property and asset data registers to audit and inform contract, maintenance and project decisions.
- Overseeing Property & Workplace Services systems and ensuring effective deployment of any new digitally led capability to enhance workplace operations.

# About us

Taylor Wessing is a global law firm that serves the world's most innovative people and businesses.

Deeply embedded within our sectors, we work closely together with our clients to crack complex problems, enabling ideas and aspirations to thrive. Together we challenge expectation and create extraordinary results. By shaping the conversation in our sectors, we enable our clients to unlock growth, protect innovation and accelerate ambition.

## Our UK sector focus



Technology, Media  
& Communications



Private Wealth



Real Estate,  
Infrastructure & Energy



Life Sciences  
& Healthcare

## Our areas of expertise

- Banking & Finance
- Brands & Advertising
- Commercial & Consumer Contracts
- Competition, EU & Trade
- Copyright & Media Law
- Corporate Crime & Compliance
- Corporate/M&A & Capital Markets
- Data Protection & Cyber
- Disputes & Investigations
- Employment, Pensions & Mobility
- Environmental, Planning & Regulatory
- Financial Services Regulation
- Information Technology
- Patents & Innovation
- Private Client
- Private Equity
- Projects, Energy & Infrastructure
- Real Estate & Construction
- Restructuring & Insolvency
- Tax
- Venture Capital

## Challenge expectation, together

With our team based across Europe, the Middle East, US and Asia, we work with clients wherever they want to do business. We blend the best of local commercial, industry and cultural knowledge with international experience to provide proactive, integrated solutions across the full range of service areas.

**1200+** lawyers | **300+** partners | **28** offices | **17** jurisdictions

# About us

## The way we work

At Taylor Wessing, we never settle for average. We're creative thinkers, problem solvers and continuous learners who excel at what we do and believe our best work is still ahead of us. We are a firm that's large enough for you to achieve your ambitions, but connected enough to be a true community.

You are joining an inclusive culture that allows you to be yourself and balance your work and home commitments. You'll gain access to high-end technology, agile processes and the trust to deliver your best work in a flexible way whilst spending the balance of your time with colleagues in our offices.

## Employee development and career progression

We recognise that our business services professionals are integral to our success and are therefore dedicated to their career development. We offer comprehensive development plans designed to support the growth of our business services people in their respective roles. From technical training to softer skills, these plans are crafted to ensure that our people realise and reach their full professional potential, but also complement our firmwide strategic goals allowing both the firm and our people to flourish.

For a detailed look at these development opportunities and how they can support your career progression, please refer to our [Always Learning Brochure](#). This document will provide an in-depth view of our commitment to skill development and show you the support network available as you advance within Taylor Wessing.

# About us

## Investing in you | Tailored benefits

Your wellbeing is always our priority and we are proud to offer bold and progressive ways of working alongside an excellent range of benefits and perks designed to support you and your family.

### Key benefits

- 25 days' annual leave
- Life assurance
- Group personal pension – salary sacrifice
- Income protection
- In-house and digital GP services

### Health and wellness benefits

- Annual wellbeing allowance
- Private medical insurance (individual)
- Health assessments
- Dental insurance
- Critical illness insurance
- Flu vaccinations
- Eye tests
- Employee assistance programme
- GymFlex
- Counselling sessions

### Lifestyle benefits

- Enhanced family leave – after one year qualifying service, you are entitled to up to 26 weeks leave full pay if you or your partner give birth or adopt a child
- Salary sacrifice electric car scheme (UK staff only)
- Cycle to work scheme
- Payroll giving
- Technology loan
- Health cash plan
- National Art Pass
- Financial wellbeing support
- Interest free season ticket loan
- Cloud Nine – our subsidised restaurant and coffee bar (London only)

# Taylor Wessing in London



Located in central London, our office is a stone's throw from some of the UK's biggest names in technology, fashion and retail, as well as the courts housing the capital's legal profession.

After 15 years of being based in 5 New Street Square, in March 2023 we announced the decision to renew our lease and to invest in a full refurbishment of our office. This will create a modern workspace that supports our future business and sustainability objectives.

While the refurbishment is underway, we've temporarily relocated to Hill House, just a short walk from 5 New Street Square, which we anticipate will reopen in autumn 2025.

## Why London?

London is one of the top financial centres in the world and a key international tech hub. Our UK lawyers combine their deep understanding of the law with their outstanding market knowledge to support some of the most innovative businesses across the technology, media and communications, life sciences and healthcare, real estate, infrastructure and energy and private wealth sectors that do business in the capital and beyond.

We thrive on the challenge of keeping ahead of legal and regulatory developments to advise our clients in these dynamic sectors who are pushing the envelope in terms of the products they develop and offer and the business and economic models they operate. Our UK and international strength in M&A, disputes and intellectual property complements our focus on our key sectors.

## Our London team

Working alongside our lawyers, teams based in our London office support our UK and international business operations, including:

- IT
- Strategic Digital Ventures
- Finance
- Talent
- Risk
- Business Transformation
- Business Development, Marketing and Communications.

Anyone who works for Taylor Wessing in London becomes part of a fully integrated, UK-wide team. This is a fantastic firm for talented people who are intellectually curious, ambitious and want to work in one of the best cities in the world.



# Our values

## What we stand for

We are a community of independent thinkers, connected by our values and our drive to challenge expectation. Our values shape what we do and how we do it. We have built a team that reflects the firm's core values and which exemplifies inclusivity. To learn more, [click here](#).

Excellence

Creative

Responsible

Team

Integrity

Respect

## Acting responsibly, together

We're committed to being a responsible business and taking accountability for our actions.

We have high ethical standards and take care of our people. We're reducing the footprint we leave in nature and engaging with our communities through cultural and charity work. Being a responsible business means we're active members of our broader society, of the legal community, and of our clients' sectors.

Whether it's building an inclusive workplace, reducing our waste or supporting the arts; we're actively working together to build a better business, and a more sustainable world.

Find out more about our responsible business initiatives [online](#).

Read our latest impact report by clicking the link below.



## Our Responsible Business Impact Report 2023

# Diversity & Inclusion

## Mansfield Certification



We are proud to announce that we have achieved Mansfield Rule UK Certification Plus for the 2023–2024 period, reaffirming our dedication to diversity, equity, and inclusion within the legal sector.

We're committed to delivering an inclusive culture and a progressive environment where we empower all our people to lead, learn and grow. The Mansfield Rule keeps us and the wider legal profession accountable for achieving and surpassing these goals; over the last year alone the Mansfield Rule has helped us continue to focus on monitoring our recruitment and promotion activities, as well as improving the diversity of our firm.

We've seen tangible changes in our firm from championing diverse voices across all areas of our business, something we want to see continue to flourish in the years to come and with Mansfield as a key partner in building in an inclusive environment for all.

To read more about this fantastic achievement please [click here](#)

## Inclusive Recruitment Charter

Take a look at our new Inclusive Recruitment Charter...

The Charter builds on some of our great initiatives from the last year, like taking part in the 10,000 Black Interns programme, introducing mandatory inclusion training for all our people, and achieving Mansfield Certification Plus.

Learn more about our commitments to being a responsible business by [clicking here](#)

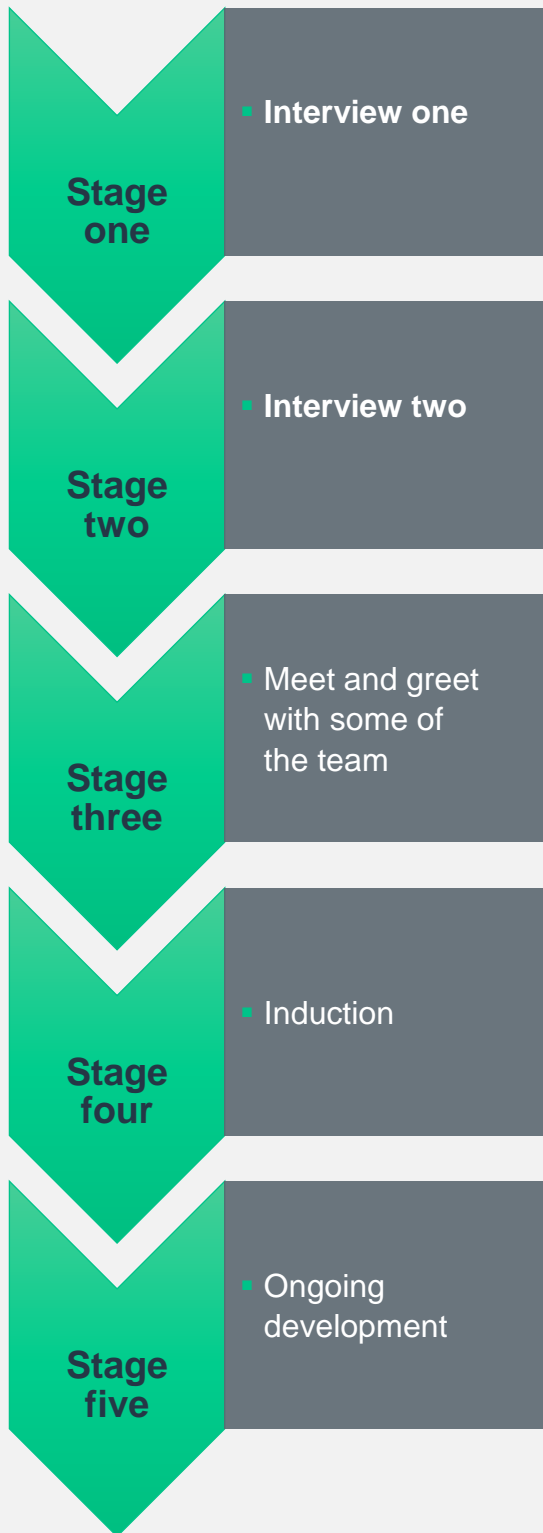
## Responsible Business Networks

We embrace individuality and bring diverse teams together, creating an inclusive work environment where all of our talent can flourish. Our inclusion programme has five priority areas, each with partner champions and network groups, in addition to other networks and societies that bring people together within the responsible business programme.

### Our current networks include:

- Arts Society
- Balance in Business - our gender balance network
- Cultural Diversity network
- equaliTW - our LGBTQ+ network
- Family Matters network
- Social Mobility network
- Sustainability network
- Wellbeing network

# Your recruitment journey



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Please contact us if you require any adjustments to your application or our recruitment process.

**2000+** people  
**1200+** lawyers  
**300+** partners  
**28** offices  
**17** jurisdictions

<b>Argentina*</b>	Buenos Aires	<b>Mexico*</b>	Mexico City
<b>Austria</b>	Klagenfurt   Vienna	<b>Netherlands</b>	Amsterdam   Eindhoven
<b>Belgium</b>	Brussels	<b>Nicaragua*</b>	Managua
<b>Brazil*</b>	Belo Horizonte   Brasilia   Rio de Janeiro   São Paulo	<b>Panama*</b>	Panama City
<b>Chile*</b>	Santiago de Chile	<b>Poland</b>	Warsaw
<b>China</b>	Beijing   Hong Kong   Shanghai	<b>Portugal*</b>	Braga   Lisbon   Porto
<b>Colombia*</b>	Bogotá   Bogotá, main office	<b>Puerto Rico*</b>	San Juan
<b>Costa Rica*</b>	Guanacaste   San José	<b>Republic of Ireland</b>	Dublin
<b>Czech Republic</b>	Brno   Prague	<b>Slovakia</b>	Bratislava
<b>Dominican Republic*</b>	Santo Domingo	<b>South Korea**</b>	Seoul
<b>Ecuador*</b>	Cuenca   Guayaquil   Manta   Quito	<b>Spain*</b>	Barcelona   Canary Islands   Madrid   Pamplona   Seville   Valencia   Vitoria   Zaragoza
<b>El Salvador*</b>	San Salvador	<b>UAE</b>	Dubai
<b>France</b>	Paris	<b>Ukraine</b>	Kyiv
<b>Germany</b>	Berlin   Düsseldorf   Frankfurt   Hamburg   Munich	<b>United Kingdom</b>	Cambridge   Liverpool   London
<b>Guatemala*</b>	Guatemala	<b>Uruguay*</b>	Montevideo
<b>Honduras*</b>	San Pedro Sula   Tegucigalpa	<b>USA</b>	New York   San Francisco
<b>Hungary</b>	Budapest		

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