



Sodexo Ireland



#JOB-2435126



Co. Dublin,



No of positions : 1



Paid Position



39 hours per week



75000.00 Euro Annually



23/02/2026



23/03/2026

### How to apply

#### Application Method :

Please apply to the vacancy by the following means:

Address:

<https://www.sodexojobs.co.uk/jobs/workplace-experience-director-in-dublin.13263>



Open your camera app & point here to view this ad online



## Workplace Experience Director

### Application Details

In order to work in Ireland a non-EEA National, unless they are exempted, must hold a valid employment permit. Please review the [Eligibility and requirements for an employment permit](#) if you are unsure of your eligibility to apply for this vacancy.

### Job Description

#### Key Responsibilities

#### Workplace Experience Strategy

Own and deliver the workplace experience roadmap

Align services to client brand standards and strategic objectives

Design new, engaging services that enhance productivity and community

Act as senior escalation point for experience-related matters

Service Design & Operational Excellence

Define end-to-end customer journeys for occupants and visitors

Standardise service playbooks across front-of-house, hospitality, and events. Partner with technical and operational teams to deliver seamless service integration

Lead major events and change programmes with minimal disruption

Performance, Data & Commercial Accountability

Own NPS, CSAT and workplace experience KPIs

Develop dashboards and convert insights into action plans

Manage budgets, forecasting, labour productivity and supplier performance

Ensure compliance, audit readiness, and accurate reporting

Innovation & Continuous Improvement

Champion digital tools and workplace innovation

Pilot and scale new initiatives that enhance engagement. Maintain a clear pipeline of improvements linked to measurable outcomes

#### Leadership & Culture

Recruit, lead and develop a diverse workplace experience team

Drive engagement, performance management, and succession planning

Embed a culture of service excellence, safety and inclusion

#### Brand & Community

Curate wellbeing, sustainability, DE&I and learning programmes

Build community engagement and promote corporate responsibility initiatives

About You

Essential

Proven senior leadership experience in hospitality or workplace experience environments

Strong client-facing presence with exceptional communication skills

Commercially astute with experience managing budgets and interpreting SLAs

Data-driven decision maker with experience using analytics to improve performance

Track record of innovation and continuous improvement

Experience leading large, diverse teams

Desirable

Degree in Hospitality, Facilities, Business or related discipline

Experience on global or strategic corporate accounts

Understanding of WELL, LEED or similar workplace certifications

- **Sector:** other service activities

### **Career Level**

- Not Required

### **Candidate Requirements**

(Essential)

- **Minimum Experienced Required (Years):** 1
- **Minimum Qualification:** No Qualification

(Desirable)

- **Ability Skills:** Administration, Analytical, Communications, Computer Literacy
- **Competency Skills:** Collaboration, Decision Making, Flexibility, Initiative