



VACANCY

Workplace Experience Manager

Liverpool | Full Time | 35.75 Hours per Week

Starting from £27,000

The Opportunity

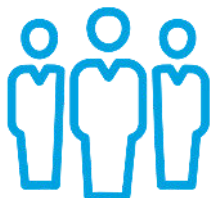
We're looking for a Workplace Experience Manager to join our HR Team and take the lead in creating an outstanding workplace experience at our Liverpool Offices. Working as part of the HR team, you'll play a key role in supporting our colleagues, culture and employee experience, while also acting as the face of Medicash for customers, visitors and suppliers.

This is a varied, hands-on role combining workplace experience, office management, hospitality and colleague engagement. From supporting employee events and wellbeing initiatives to ensuring our workplace operates smoothly day-to-day, you'll help create an environment where people feel welcomed, connected and able to do their best work.

Our Values

Everything we do at Medicash is guided by our values:

CUSTOMER FOCUSED



We put our customers at the heart of every decision.

DO WHAT'S RIGHT



We act with honesty, fairness and integrity.

OWN IT



We take responsibility and see things through.

ONE TEAM, ALWAYS IMPROVING



We work together and continuously look for ways to improve.

If these values resonate with you, we'd love to hear from you. Please apply by emailing humanresources@medicash.org with your CV and covering letter.

About Medicash

Medicash is the UK's leading provider of corporate health cash plans, supporting over 700,000 people to take a positive approach to their health and wellbeing.

As a not-for-profit organisation, we're passionate about helping people live healthier lives while creating a workplace where colleagues feel valued, supported and empowered to grow.



VACANCY

What You'll Be Doing

- Acting as the first point of contact for visitors, customers, suppliers and colleagues
- Creating a welcoming, professional and memorable experience for everyone visiting Medicash and championing the colleague experience across One Derby Square
- Making sure our workplace reflects Medicash's culture, values and brand
- Managing meeting room bookings, equipment and room readiness
- Ensuring office supplies, refreshments and workplace resources are maintained
- Liaising with building management, contractors and suppliers
- Supporting workplace health and safety processes and reporting requirements
- Supporting internal engagement activities and events
- Coordinating workplace communications and office information updates
- Providing administrative support relating to office operations
- Managing supplier relationships and purchase requests as required
- Coordinating internal meetings, workshops and company events
- Organising catering, hospitality and visitor arrangements
- Working closely with the HR team to support colleague engagement initiatives
- Assisting with the coordination of onboarding for new starters
- Helping to promote and embed Medicash's culture and values across the workplace

About You

We're looking for someone who:

- Has experience in reception, office management, hospitality, workplace services or a similar customer-facing role
- Has exceptional customer service skills and takes pride in creating great experiences for others
- Is naturally warm, approachable and welcoming
- Has strong organisational and administrative skills and can confidently manage multiple priorities
- Has excellent communication and interpersonal skills
- Has strong attention to detail and notices the small things that make a big difference
- Is comfortable using Microsoft Office and Microsoft Teams
- Can work independently, take ownership and proactively resolve issues
- Enjoys building relationships with colleagues and stakeholders across all levels of an organisation
- Thrives in a fast-paced and evolving environment

Why Join Medicash?

At Medicash, you'll have the opportunity to make a real impact on our people and our organisation.

In return, you'll join a friendly, supportive and values-led organisation that genuinely invests in its people, encourages development and is committed to continuous improvement.

Please apply by emailing humanresources@medicash.org with your CV with covering email telling us what excites you most about applying for this role and why you think you would be great for Medicash.