

Job Description: Sodexo Live!

Function:	Sodexo Live
Position:	People Operations Coordinator (Hospitality)
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Ashleigh Downey
Additional reporting line to:	
Position location:	People Operations

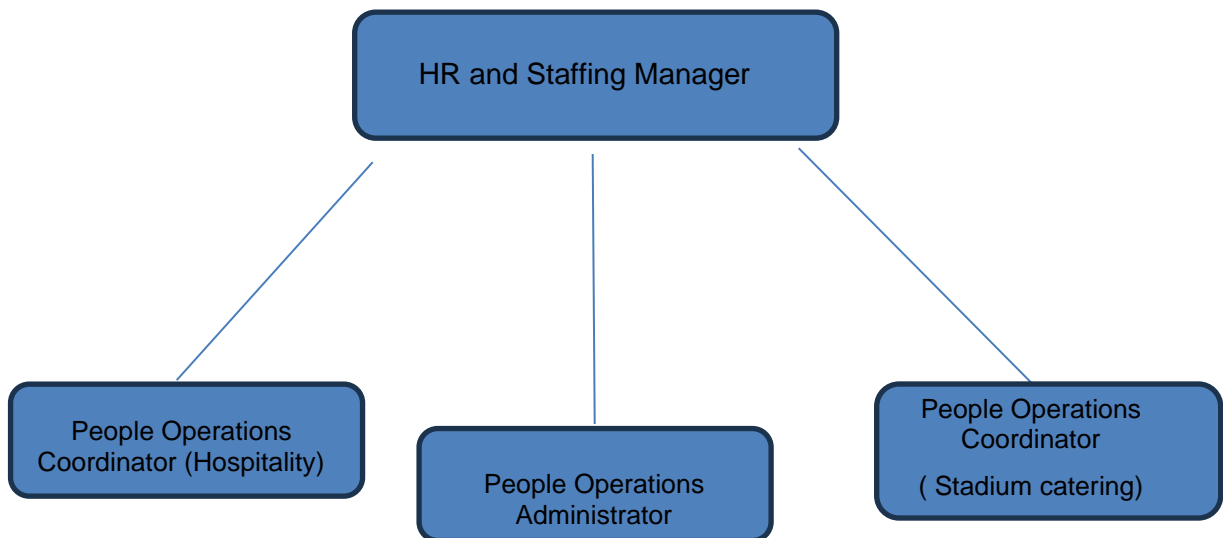
1. Purpose of the Job – State concisely the aim of the job.

- To recruit, develop, and retain the quality and quantity of the casual workforce needed for Match Days and events.
- To ensure the smooth operation of match day and event staffing with pre – planning and on the day coordination
- To support with the booking and implementation of training.
- Completion of Match Day timesheets, payroll and weekly payroll
- Completion of other HR related duties when required.
- To work alongside the People Operations team to ensure a smooth operation of match and event days and day to day staffing operations.
- To work with other departments to support with staffing and recruitment needs
- To complete uniform checks and meet match day standards
- To ensure preparation for match days and events meet required deadlines in a timely manner
- To lease with the casual staff for communication, queries, engagement and welfare needs.
- To work with labour management systems
- To conduct Right to Work Checks and other compliance processes.

2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

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3. Organization chart – Indicate schematically the position of the job within the organization. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Ensuring strict adherence to agreed staffing requirement
- Dealing with a high casual staff turnover
- Making sure all aspects of the job are following current legal legislation and compliance.
- Making sure all right to work data is captured
- Ensuring strict adherence to Sodexo policies specifically relating to management of Health & Safety.
- Meeting strict deadlines and short turnaround times at peak times

• **5. Main assignments** – Indicate the main activities / duties to be conducted in the job.

- Ensure Right to work checks are completed at interview stage and ongoing for renewals.
- Arranging and conducting interviews
- Ensuring all casual employees receive onboarding documents, welcome emails, and induction.
- Ensure staff have received training prior to starting work.
- Ensuring all casual workers have a profile on the labour management systems kept up to date.
- Ensuring the staffing levels match the requirements of the business for all matchday, weekly shifts and events.
- Ensuring data cleansing is completed monthly.
- Monitoring and managing absenteeism of all casual workers
- Monitoring performance of the casual workforce
- Maintain and create personnel records for all casual staff and keeping these in line with company policies.
- Set up and management of match day check in and the operation.
- Ensuring the use of labour management system is accurate and compliant.
- Completion of match day payroll and weekly payroll when required.
- Assisting with HR related tasks when required.
- To assist with other areas of staffing for the daily operation and retail catering if required
- To make sure staff have the correct uniform and standards are met.
- Manage uniform stock levels, laundry and ordering of new items.
- Ensuring the engagement of the casual workforce is at a high-level including updates, communications, and update staff socials.
- To reply to staffing queries in a timely manner
- Answer and make calls.
- Action feedback as and when required.
- Follow and deliver the Sodexo values.
- Setting an example as the first point of contact in the casual worker journey through looking professional and conducting tasks in a professional manner
- To complete all tasks in line with the guidelines set out in the Safe Systems of Work and Risk Assessments
- Report any accidents, near misses and defective equipment upon discovery and in accordance with company policy ensuring that where possible hazardous situations are addressed immediately, or equipment is removed from circulation.
- To be aware of all fire and evacuation procedures and strictly adhered to these in the event of the fire alarms being activated.
- To be willing to assist/move to other areas of the business to further develop skills or meet the demands of the business
- To ensure standards of hygiene within your working area and working practices conform to company standards.
- To attend all meetings and training as required including all mandatory Health & Safety as well as any ad-hoc company briefings.
- To ensure rewards and recognition schemes are adhered too.
- Attend meetings and briefs as and when required.
- Actively engaging in recruitment strategies of the casual workforce and updating these when required
- To use direct recruits in staffing and no use of agency where possible.
- To respond to staff queries and emails within KPI timeframes.

- To meet KPIs of turnaround times in the recruitment process.
- Ensure administration tasks are kept up to date.
- To communicate effectively with all levels of staff and departments
- To work all match days and events and be flexible in line with business demands.
- To be flexible and adapt to changes.
- To work to changing deadlines and under pressure at times
- Manage time according to business requirements.
- To assist with all other tasks on site with reasonable request.
- To record uniform stock levels via stocktakes.
- To ensure all casual workers are in full and correct uniform including all role specific PPE.
- Demonstrating high leadership skills therefore providing the basis for high group morale and motivation

6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Consistent achievement of positive feedback from client and customer surrounding back of house setup.
- Achievement of 'Green' standard following any Sodexo or external Health & Safety audit.
- Achievement of agreed objectives set out annual personal development reviews.

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

Essential

- Strong Analysis and Decision-Making Skills
- Good communication and interpersonal skills
- Organisational and planning skills.
- Recruitment knowledge



- Creative and passionate about delivery of good customer service through staffing
- Time management skills and the ability to meet deadlines
- Strong Administration background
- Excellent communication and leadership skills essential, providing the ability giving the ability to recruit, train, manage and motivate the workforce.
- Experience of staffing in a large operation with high volume events business.
- Experience withing the Hospitality industry
- Catering industry background

Desirable

- Payroll experience
- Experience of staffing in a large operation with high volume events business.
- Experience within HR

8. Management Approval – To be completed by document owner

Version	1	Date	
Document Owner			

9. Employee Approval – To be completed by employee

Employee Name		Date	
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