

Job Description

Operations Admin Coordinator

Function:	Operations
Job:	Operations Admin Coordinator
Position:	Academic Campus Operations Coordinator
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	UCL Head of Operations
Additional reporting line to:	All other Support Managers
Position location:	UCL

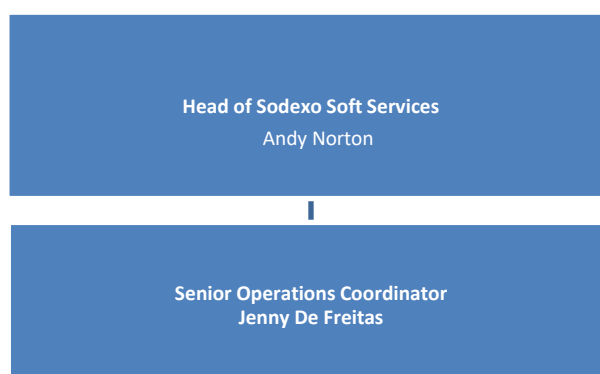
1. Purpose of the Job – State concisely the aim of the job.

- In charge of organizing and synchronizing the activities of various managers and departments within the account
- Ensuring that the schedules, meetings, and goals of each department work in harmony, to spot conflicts early on and resolve them to the satisfaction of all of the involved parties
- The operations coordinator is responsible for ensuring the smooth operation of the office and administrative functions, as well as acting as first point of contact to suppliers, staff, and new operatives whilst supporting the head of operations in a timely manner.

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.

Revenue FY 23/24:	£19m	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region	Workforce	Circa 568
		EBIT margin:	tbc							
		Net income growth:	tbc			Outsourcing growth rate:	n/a	HR in Region	1	
		Cash conversion:	tbc							
Characteristics										

3. Organisation chart – Indicate schematically the position of the job within the organisation. 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.

- Operating within a fast and constantly changing environment with multiple deadlines
- First point of contact with new and existing employees
- Effective interpersonal and communication skills
- Prepare reports and ensure information is accurate, presented in a user-friendly, professional manner and updated on the share drive.
- Process payroll on weekly basis via time and attendance system, collecting and presenting weekly reports for the head of operations.

5. Main assignments – Indicate the main activities / duties to be Safety , other conducted in the job.

- To work within the Soft Services Team, Carrying out their duties effectively in accordance with contractual requirements
- To follow the Company's Health, Safety and Quality procedures within the course of the role

payroll

- Support on all issues regarding Academic Main campus estates payroll and wages
- Processing weekly payroll and relevant reports, highlighting any issue to the head of operations
- Sending off sick notes and all-important personnel documents that may affect wages, to People Centre communication & update HR files
- Accounts keep records of track expenditure for Main campus GB, place orders for uniforms, consumables, equipment, IT equipment etc. overview of orders arrival and approval of invoices on a timely manner
- Invoices – produce and manage the quotation register for main campus, update, and match all approved extra jobs with a PO, ensure invoice are sent to finance in a timely manner, processing any relevant hours and complete information is sent to finance teams
- Support the annual stock take, prepare, and collect the account stock take ensuring all forms are completed correctly, signed, and dated accordingly before collecting and sending them to the finance department
- Kronos support as needed

HR

- Liaise with recruitment department and contact job applicants, organize interviews. Supporting with any new starters: Checking and sending off Engagement forms.
- Support staff and managers updating staff changes of personal details
- Process leavers on a timely manner and produce reports for head of operations
- Being in contact with HR Department at Head Office for support and information
- Right to work (RTW) Complete checks in the RTW app for new and existing employees
- Letters – produce letters as necessary for staff and keep records
- DBS collect supporting documents and liaise/support with compliance team when needed

Other

- Access cards administration including renewals, lost cards and liaising with Security when issues arise or when accesses are needed.
- Stationary orders for the soft service office (including water orders)
- IT (phones, laptops etc) organize IT for new starters, report and replace broken equipment as necessary
- Consumables order place weekly orders track and chase when and as necessary ensuring all orders are complete and approving invoices in a timely manner. Chase any back up items and liaise with supply solutions for alternatives as needed with the relevant Sodexo suppliers (Nationwide / Bunzl)

- Order and keep records of uniforms orders including all relevant PPE. Approve orders invoices and chase up any issue
- Organizing the on-call rota and ensure the main Sodexo emergency lines are transferred accordingly
- Monthly reports. Collect and prepare the monthly report for the account director
- Organize annual Pat test for the campus electric equipment
- Manage assets records, keep and update records of all electric equipment on Main campus, organize visits for any broken equipment
- Managing the Main campus annual periodic program

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.

- Time Keeping
- Planning
- Customer Service

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

Required:

- Intermediate/advanced use of Information Technology - Excel, Word, Outlook
- Excellent communication skills
- Excellent written and spoken English
- Negotiation and consultative and proactive approach
- Attention to detail
- Ability to multitask.

Desirable:

- Soft Services Experience
- Client Relationship and development
- Contract monitoring and accreditation processes
- Ability to process ideas and implement changes quickly and independently.
- Experience of client IT systems
- Spoken & written Spanish or Portuguese

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

- Growth, Client & Customer Satisfaction / Quality of Services provided
- Rigorous management of results
- Brand Notoriety
- Commercial Awareness
- Employee Engagement

9. Management Approval – To be completed by document owner

Version	1.1	Date	November 2024
Document Owner	Patricia Garcia		