

# Job Description

## Job Description:

Function:	Transversal Functions - PeopleServices
Position:	HR Administration Assistant
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	HR Administration Team Lead
Additional reporting line to:	HR Administration Services Manager
Position location:	PeopleServices

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

- The purpose of this role is to provide a high-quality service to PeopleServices stakeholders and engage with the business to provide insight and guidance on HR related queries.
- To work collaboratively as part of the PeopleServices central HR function, providing Administration support & Guidance to the business which is efficient, responsive and customer focused.

### 2. Main assignments – Indicate the main activities / duties to be conducted in the job.

- To provide a helpful, highly responsive and customer centric service to all PeopleServices customers via Phone, Email and Webchat function.
- Perform administrative duties relating to HR & Payroll processes, case management of service requests, including preparation of relevant HR documentation and management of personnel files.
- Provide support to the wider business for general HR related queries and team specific queries regarding process, policy or best practice, including escalating concerns where required.
- Liaise with both internal and external teams to assist in the resolution of customer queries.
- Management of individual and team workflow to ensure all service requests meet / exceed targets.
- Provide administrative support to the delivery of regular HR calendar events such as: Pay & Bonus review, Performance Development Reviews and the Employee Engagement Survey.

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

- Ensuring all service requests are completed within agreed Service Partnering Agreement timeframes.
- Ensuring all data is handled in accordance with the Information Security Policy & GDPR guidelines as well as any additional security requirements for specific customer groups.
- Attention to detail to be paid to all service requests for both data entry as well as document production. All information should be accurate, and quality checked prior to distribution.

**4. 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.

- **Data Quality**
- **Deliver to KPI's & Objectives**
- **Customer focused service**

**5. 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.

- **Inbound Query Management:** The team are responsible for approximately 2500 calls and 5000 service requests per month.
- **Quality:** The team are expected to reach and expected accuracy target of 97%.

**6. Job profile** – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position.

## Essential

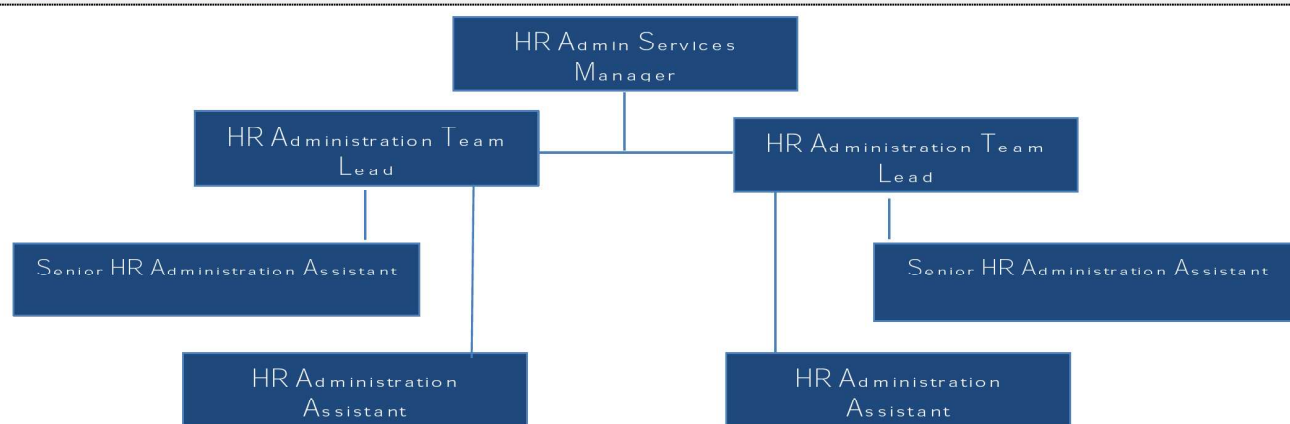
- Good verbal and written communication skills including an excellent telephone manner.
- Strong attention to detail with an ability to identify improvement areas in processes, service and customer experience.
- Awareness of goals and standards, with ability to follow tasks through to ensure quality and PeopleServices standards are met.
- Well organised with ability to work accurately to tight deadlines.
- Strong understanding and respect for confidentiality.
- Accurate keyboard and data entry skills with excellent attention to detail.
- Able to work cooperatively within a team and on own initiative.
- Proficient user of Microsoft Office programs.

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## Desirable

- Experience of using SAP HR and/or Case Management systems.
- Interest in pursuing a career in HR or HR Qualification

7. 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.



Received:

Date:

Job holder

Date:

Immediate Manager