

Job Description

Function:	Transversal Functions HR
Position:	ER Administration Assistant
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	ER Project Manager
Additional reporting line to:	
Position location:	Home-Based/ People Services, Salford

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

- Provide an ER administration and HR helpdesk query handling service for customers which is responsive, efficient and customer focused.

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

- Management of the data share between sites and the central team including liaising with sites and managers to ensure that responses are received in accordance with defined timescales
- Follow ups and chasers to respondents as required
- Managing the collation of responses and updating trackers
- Production of reports to demonstrate progress which can be shared with key stakeholders
- Escalation of issues to the ER Advisors and programme
- Production of letters, mail merge and delivery
- Review and extract of responses received through tools such as Microsoft Forms
- Support the business with any queries throughout the programme, using materials such as FAQs
- Seek support from Subject Matter Experts with complex queries

Statements in this Job Profile are intended to reflect, in general, the duties and responsibilities of the position, but are not to be interpreted as totally inclusive.

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.

- Timelines are adhered to and concerns and issues are escalated in a timely manner to seek resolution
- Customer queries and requests are responded to efficiently, accurately and in accordance with the programme standards
- Attention to detail is paid to information captured and all documentation produced, ensuring all HR administration is accurate and quality checked before distribution
- Data will be inputted accurately into trackers and systems
- All tasks and interactions related to delivering the service are completed according to the principles & practice detailed within the Information Security Policy and any other additional security requirements for specific customer groups.

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.

- Accuracy
- Deliver to KPIs
- 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.

- High volumes of queries and data management that will support entire business throughout the project.
- Fast paced environment with activities that need to be completed quickly and accurately.
- Supporting managers with ER related project activities to ensure the project timelines and objectives are met.

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

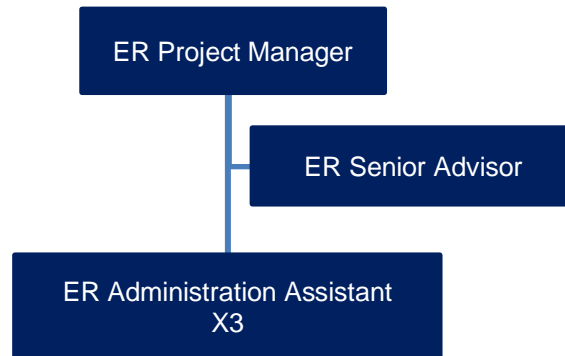
Essential

- Excellent organisation skills with a demonstrated ability to work under pressure and manage a busy schedule
- Customer service focused and committed to providing a helpful, friendly, responsive HR service
- Awareness of goals and standards, with ability to follow tasks through to ensure quality and programme standards are met
- Well organised with ability to work accurately to tight deadlines
- Strong understanding and respect for confidentiality
- Good verbal and written communication skills including an excellent telephone manner
- Accurate keyboard and data entry skills with excellent attention to detail
- Able to work cooperatively within a team and on own initiative
- Demonstrate resilience in a changing environment
- Proficient user of Microsoft Office programs, particularly Excel and Word

Desirable

- Good understanding of HR processes, policies and procedures
- Experience of working in a HR Shared Service Centre as part of a team or busy modern HR department

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.



Levels

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Received:

Date:

Date: 14/06/2023

Job holder

Laura Aikenhead
Immediate Manager