

# JOB DESCRIPTION

Position Title	Administrator	Department	Catering assistant
Generic Job Title	Administrator	Segment	Healthcare
Global Grade	L2	Location	Wythenshawe Hospital
Reports to	Head of catering	Office / Unit name	Catering

## Job Purpose

To provide high-quality, accurate administrative support to Wythenshawe Hospital, ensuring all tasks are completed efficiently, effectively, and within set deadlines. This includes delivering exceptional service in all communications with colleagues, stakeholders, and customers, while escalating issues appropriately. The role will play a pivotal part in supporting the catering department's finance processes and ensuring accurate billing and data management.

## Accountabilities or “What You Have to Do”

### 1. Administrative Support

- Provide comprehensive administrative support across the department, ensuring all work is completed accurately and on time.
- Maintain and update electronic personnel files and departmental systems, ensuring information is accurate and up to date.
- Manage email and phone queries from internal and external stakeholders professionally.
- Coordinate managers' diaries to schedule formal meetings.
- Maintain and update staff noticeboards regularly.
- Prepare new starter documentation, including drafting offer letters, requesting references, and processing employee DBS applications.
- Ensure quarterly DBS renewals for existing staff are completed and up to date.

### 2. Employee Relations & Record Management

- Update sickness reports, monitor weekly trigger points, and report findings to Management and HR.
- Record return-to-work documentation and disciplinary actions on Kronos.

- Take minutes for formal sickness meetings, disciplinaries, and grievances.
- Coordinate referrals to the Employee Health and Well-Being (EHW) service.
- Collate and review right-to-work documentation, ensuring compliance with regulations.
- Maintain accurate records of timekeeping issues and escalate cases to management as needed.
- Log accident paperwork on the Salus system and update risk assessments and safe systems of work as required.
- Issue condolence and compliments letters where appropriate.

### **3. Finance and Billing Support**

- Play a critical role in the catering department's finance processes, including the accurate billing of services.
- Use Sodexo systems such as Saffron and Trust systems such as HIVE to analyze catering and ad hoc data for accurate billing.
- Collate and record ad hoc work electronically for review and submission to Finance.
- Assist with the preparation and reconciliation of billing reports and processes.

### **4. System Management and Reporting**

- Run key Management Information (MI) reports from Kronos or other relevant systems as requested by management.
- Use SAP and Carps systems effectively for various administrative and reporting tasks.
- Manage the uploading of departmental vacancies and job descriptions on the Sodexo career site.
- Prepare and collate defence packs for insurance purposes.

### **5. Recognition and Rewards**

- Collate and log monthly 'On The Spot' nominations for forwarding to the People Centre.

### **6. Other Responsibilities**

- Ensure all required information and documentation is logged, tracked, and maintained according to Trust and Sodexo policies.
- Collaborate with internal and external teams to enhance departmental efficiency.
- Perform any other related duties as required to support the department's objectives.

This role requires an individual with exceptional organizational skills, attention to detail, and the ability to handle multiple tasks efficiently while maintaining a high level of accuracy and professionalism.

