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| Function: | | | | Marketing Team (Schools) | | | | | | | | |
| Position: | | | | Digital Deployment & Training Coordinator | | | | | | | | |
| Job holder: | | | | New Vacancy | | | | | | | | |
| Date (in job since): | | | | N/A | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | Digital Deployment Manager (Schools) | | | | | | | | |
| Additional reporting line to: | | | | Senior Digital Marketing Manager | | | | | | | | |
| Position location: | | | | Remote Working and field based | | | | | | | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| * Coordinate the deployment and training of a digital school meal payment and communication platform across Sodexo government and AiP schools in the South & South West of England * Supporting with a range of traditional and digital administrative tasks * Supporting the customer service team and SFU Administrator as this evolves * Manage key stakeholders to ensure the smooth onboarding and deployment of system across individual sites * Be available to provide training via TEAMS calls and face-to-face if required * BOH management – systems and procedures – hierarchy and accountability * Liaison with area and unit managers/ operations team to support the effective deployment of the system | | | | | | | | | | | | |
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| 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: | €tbc | | EBIT growth: | | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc | |
| EBIT margin: | | tbc |
| Net income growth: | | tbc | Outsourcing growth rate: | n/a | HR in Region | tbc | |
| Cash conversion: | | tbc |
| Characteristics | |  | | | | | | | | | | |

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| 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. |  | |
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| **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. |
| * Working in a demanding environment with multiple stakeholders and deadlines * A first class communicator, both written and verbally with a ‘can do’ attitude * Ability to react quickly to requests and to problem solve basis request * Ability to manage multiple deadlines and delegate pass work to other colleagues when appropriate * Ability to quickly understand a new system and become proficient |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Dealing with administrative elements of the deployment plan * Ensure the smooth running from sign up, to onboarding and deployment of the new solution * Work with schools and on site teams during the onboarding process to engage with our customer base * Train the system to school admin and the kitchen teams where appropriate * Work through update and report all school activities an on-boarding checklist * Coordinate administration with the local school teams (administrators) * Coordinate planning for all Training, Communications, Tablet/Email set up - Whiteboard Mgt/set up |

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| 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. |
| * Raise tickets and issues with the main platform provider and ensure that they’re resolved in a timely manner * On-boarding of schools, adding data and details to the system and setting this up * Liaison and support for local managers who will be new to the system * Marketing to parents BOH – in line with AiP marketing / Admin team – monitoring impact of theme days – sales |

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Trustworthy, able to respect the need to maintain confidentiality when required * Positively influence and work with operational teams to help deliver objectives against contractual agreements * Organised, with an ability to keep on track with communication from multiple stakeholders * Ability to manage their own time effectively, a good initiative and enthusiasm for problem solving. * Assertive and confident, able to communicate across all levels of the business, from directors to operational colleagues. * To establish and maintain excellent customer relationships and develop confidence in our systems and processes. * Flexible in work across range of stakeholders, be able to support and engage with Administration support functions * To achieve a high degree of customer satisfaction, applying logic and common sense to requests for assistance, ensuring that identified criteria are escalated in accordance with procedures. * Teamwork – ability to work cooperatively with others and provide help where required. As a team player, you will become an ambassador of the product and display a high degree of collaboration, innovation, integrity and professionalism * Flexibility – Ability to adapt approach to individual situations and remain calm under pressure. * Achievement – Wants to do a good job and works to goals, manages obstacles. Energy and determination in meeting targets and overcoming challenges. * Communication – Listens and questions effectively, concise verbal and written communication. |

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| 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 |  | |  |  | |  |  | |  |  | |  |  | |

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| 9. Management Approval – To be completed by document owner |
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