

**DEFENCE & GOVERNMENT SERVICES**

Job Description:
Admin & Training Support Team

Team Leader

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| Function: | Government  |
| Job:  | Team Leader  |
| Position:  | Admin & Training and Support Team Leader |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Admin & Training and Support Team Manager |
| Additional reporting line to: | Soft Services Operations Manager |
| Position location: | Colchester Garrison |
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| 1. Purpose of the job |
| * To supervise all services within the Admin & Training and Support Team operational business area by building and developing working relationships with internal and external stakeholders across our client and customer population
* To support the Admin & Training and Support Team manager to ensure standards of service detailed in the service level agreement, KPIs and within the schedules of the contractual terms (Service Standard Statement) and conditions are achieved, maintained and developed for assigned operational business area
* To manage all aspects of performance of an assigned group of direct reports
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| 2. Dimensions |
| N/A – this section is for management job descriptions only |

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| 3. Organisation chart  |
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| **4. Context**  |
| * Comply with all Sodexo company policies/procedures
* Comply with all legislative requirements
* Adhere to any local client site rules and regulations
* Role model safe behaviour
* Flexibility on work schedule and location maybe required
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| 5. Main assignments  |
| * To manage the time management system, investigating and processing anomalies through the system
* Manage return-to-work interviews for assigned group of direct reportees
* Managing and reviewing absence records for the Admin & Training Support team, and escalating as required
* To support and cover where necessary any Key Continuity Posts within the Admin & Training Support team
* To support and cover where necessary the post of the second Team Leader
* Support with recruitment, including posting adverts, reviewing CVs and interviewing when required
* Responsible for maintaining all P-Files for direct reportees including RTW compliance and site clearance
* Update and maintain Authority Line Manager (ALM) contact details and distribute
* Support ALMs to drive understanding of recognition schemes
* Support ALMs with understanding and implementation of Sodexo policy’s
* Induction of all Admin & Training Support colleagues, ensuring that they are inducted into Sodexo and the MoD department and role
* Record and deliver Sodexo ‘Great’ training to those members of the team unable to access IT
* Deputise for Admin & Training and Support Team Manager when required
* To continue to develop one’s own skills and knowledge within the position, including any required training courses
* To maintain excellent client/customer relationships
* To deliver team briefs, huddles and attend management meetings to take minutes as required
* Deliver PDRs and provide support with the Admin & Training Support Team Manager for assigned team members
* To attend your performance development review to discuss job standards and agree development activities
* To maintain a clean and tidy work area at all times
* To maintain high levels of personal hygiene and wear the appropriate uniform and PPE as required
* To care for all available resources including equipment, materials and supplies as directed
* To report any near miss occurrences, accidents or faulty equipment to management
* To ensure effective communication with line manager, team, customer and client organisation
* To maintain all areas of responsibility to the set service standards and in line with applicable service offer
* To supervise the team fairly and drive engagement
* To provide support for any additional ad-hoc services provided as required, for example administrative or office support across the contract
* To carry out any other reasonable tasks and/or instructions as directed by management
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| 6. Accountabilities  |
| **Leadership and people*** The role holder will role model the company values and ensure they are reinforced at every opportunity. The role holder will support their line manager to drive employee engagement and team performance. This will include effective communication and the application of Sodexo HR policies and procedures as directed by their line manager

**Risk, governance and compliance*** The role holder will ensure that these processes are fully applied, complied with and adhered to within their assigned operational business area. Where applicable cash and stock company procedural compliance is a requirement.

**Financial management*** The role holder is required to contribute to the financial performance of their business area. This is achieved through effective control of all equipment and supplies as well as payroll.

**Relationship management client and team*** The role holder is responsible developing and maintaining good business relationships with clients and customers. The role holder must seek to resolve any concerns or complaints raised and escalate to their line manager as appropriate.

**Operational management*** The role holder will be responsible for overseeing their assigned operational business area and managing compliance with legal, regulatory and company requirements including the quality management system (QMS).

**Service excellence*** The role holder will be responsible for driving all aspects of service excellence across their operational business area including brand integrity, quality, compliance, Sodexo’s corporate social responsibility and service standards. The role holder will ensure that work is appropriately recognised.

**Continuous development*** The role holder should look for improvements and efficiencies at every opportunity to increase sales and/or reduce costs. These should be reviewed with their line manager to establish feasibility and create a plan of action.
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| 7. Person specification  |
| **Essential:*** Previous experience of working in an administrative role at a supervisory level
* Must be able to demonstrate effective verbal and written communication
* Able to work on own initiative within a team environment
* Able to demonstrate attention to detail and adherence to standards
* Able to demonstrate knowledge of Microsoft Office packages
* Administration experience of 5 plus years or qualification equivalent to NVQ level 3
* Maths and English Grade C or above / Functional skills level 2

**Desirable:*** Experience of working within military environment
* Leadership skills and knowledge
* Analyse problems analytically, develop opportunities and implement innovative solutions
* Business/ administration qualification level 4 or above
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| N/A – this section is for management job descriptions only |

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| 9. Management Approval – To be completed by document owner |
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| Version | 1.0 | Date | August 2022 |
| Document Owner | Sodexo, Colchester PFI |

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