



Job Description: Sodexo Live!

Function:	Sodexo Live!
Position:	HR and Staffing Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	
Additional reporting line to:	
Position location:	NUFC St James Park

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

- To support, advise and work directly with Senior Managers and their teams to manage the casual and contracted workforce
- Keeping staffing numbers to the maximum in line with operational requests
- Design solutions to drive efficiency, enhanced service delivery and profitability of the casual teams.
- To work collaboratively with staffing team and support administrative tasks as necessary such as maintaining personnel files and training records.
- Overseeing and managing staffing numbers for both Hospitality and Stadium Catering
- Managing day to day HR activities
- Ensure the compliance of right to work documentation
- Completion of weekly payroll for all departments
- Work all NUFC home games and event – evening and weekend work is required

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.

- 52350-seater stadium
- Up to 2000 casual workforce on books and 90 contracted

3. 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.



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.

- 5. Main assignments** – Indicate the main activities / duties to be conducted in the job.
- To support, advise and work directly with Senior Managers and their teams to manage the casual workforce
- Keeping staffing numbers to the maximum in lines with operational requests
- Design solutions to drive efficiency, enhanced service delivery and profitability of the casual teams.
- To work collaboratively with staffing team and support administrative tasks as necessary such as maintaining personnel files and training records.
- Overseeing and managing staffing numbers for both Corporate and Public Catering

- Managing day to day HR activities and administration with policies and procedures adhered to
- Facilitate support to all departments on site, the Training Ground, Women's Training Ground and Academy
- Design solutions in line with the Operations Manager to ensure our hospitality and public catering teams have the necessary skills to deliver excellent customer service and product knowledge
- Designing and deliver the Induction programme for all casuals
- Facilitate the Induction of all new full-time staff
- Oversee weekly payroll and match day recharge
- Manage rewards and recognition for the casual workforce
- Manage holidays and sickness
- Support with the labour management across the site
- Managing the recruitment process of direct recruits with the reduced use of agencies
- Agencies used appropriately and monitored and audited
- Lease with Sodexo Live! Teams for best practise and monthly meetings
- Updates of labour management systems and drive system changes
- Responsibility of compliance in line with Right to Work legislation
- Ensure compliance for online and onsite training
- Provide safeguarding support for the site

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.

- Support the wider staffing team as necessary from an administrative point of view to ensure that personnel records are maintained accurately in line with audit requirements
- Support other departments with the recruitment and development of the team
- Ensure that staffing is both cost effective and suitable to meet the needs of a match day, function or event
- Work with the CSD, HOO and operations team and stadium catering manager to develop casual working strategies and cost-effective staffing
- Support on match days within hospitality and stadium catering, oversee check in of all casual staff
- Point of contact for onsite staffing requests
- Ensuring monitoring of health and safety, PPE and uniform standard for all staff
- Support the management of on-site staffing numbers on match days
- Manage incidents and escalation
- Support in an HR capacity to HODs and Head Office for on site
- Manage the labour cost communicating with the relevant teams monthly
- Ensure accidents and near misses are recorded in line with procedure
- Ensure training for all staff contracted and casual is kept up to date
- Manage and implement the FLOW process to the unit and the police the compliance of this
- Proactive planning of match days at least 4-6 weeks ahead
- Work each match day and event
- Pre-season planning in line with recruitment plan for the site – ensure training sessions are planned and upskilling of staff to support retention
- Ensure all casual roles are fulfilled for match days and events and successors of roles
- Manage the onsite labour management system and company policies
- Run and pay weekly payroll for site
- Manage rate of pay changes in line with age and national minimum and living wage changes
- Check payroll reports on a weekly basis



- Manage recruitment for the site and organise large recruitment events
- Provide support and training of the People Operations team
- Complete uniform orders for the site
- Implement strategies in line with company changes
- Ensure the onboarding process for casuals is in line with company policy and timely
- Attend monthly calls with the wider Sodexo Live! Team for best practise and company changes
- Ensure communications of any business changes is adhered to across the site
- Staff Christmas events in line with Operational events and support in a HR and staffing capacity for check in
- Support with labour efficiencies
- Manage action plans for pre match, on the day and post-match feedback
- Ensure elements such as probations and contractual changes are implemented
- Ensure annual training is completed for the casual workforce
- Implement and facilitate any changes in line with company standards
- Support with any reasonable request
- Liaise with the client to fulfil any staffing requests

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Graduate Calibre or within similar environment of hospitality or contract catering
- Administration experience
- Previous experience in a large stadia environment or large workforce management
- Preferably with or working towards CIPD and IOSH qualification
- Payroll experience

8. Management Approval – To be completed by document owner

Version	1	Date	13.12.25
Document Owner			

9. Employee Approval – To be completed by employee

Employee Name

Date

