Job Description: WFM Coordinator



Function:	Service Operations
Job:	WFM Coordinator
Position:	
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Head of Workforce Management
Additional reporting line to:	n/a
Position location:	Mobile

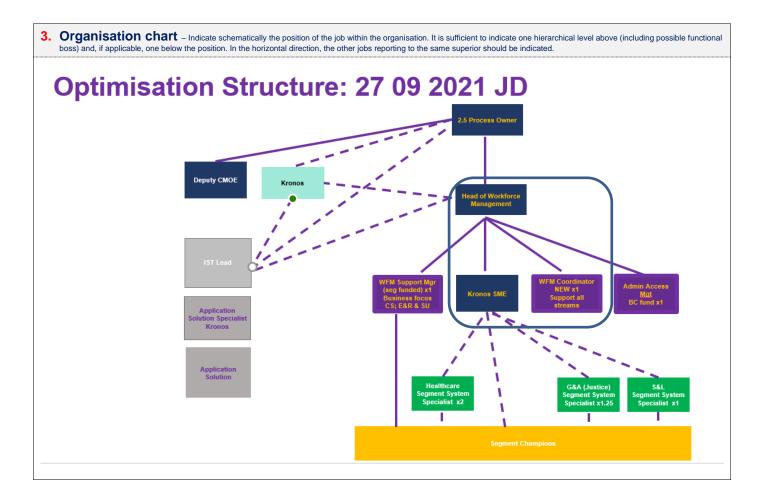
1. Purpose of the Job – State concisely the aim of the job.

Dimensions Boint o

- Operational coordinator for WFM processes across all UK business segments.
- First line support to site operational team, supporting these teams in the systematic improvement of their management processes and deployment of tools available to them
- Provide expert support on the workforce management aspects of business operations, resource planning, WFM
 Systems and Analytics
- Provide practical support on workforce management process and tools to contract management teams
- Participate in Workforce Management training course delivery and support to attendees
- Support the management of the "Champion" support to course attendees, ensuring that all candidates are suitably supported in their course activities,
- Participate in mobilisation of must win business as directed by Head of Workforce Management
- When required act as Project manager for workforce management systems installations

Revenue €tbc EBIT margin: n/a EBIT margin: n/a Net income growth: n/a Cash conversion: n/a Working within Service Operations − Workforce management team, this role has a UK&I remit across all segments, with the potential for extensive UK travel Whilst the role does not have direct reports, the knowledge of workforce management process and tools requires strong people skills to aid users in compliant use of the process and tools. Supporting sites teams requires strong interpersonal skills for effective communication Characteristics Support of the end to end workforce management process Training and coaching The role requires significant capability in people skills. Support as directed segment business improvement and operational managers to increase gross profit in contracts by facilitate savings plans from robust contract analysis To be able to influence operational teams to achieve results without authority Project management Software Systems and tools operational application skills and knowledge Software Systems and tools operational application skills and knowledge Software Systems Software Syst	Z. Dillieli	1310113	- Point out the main figures / indicato	ors to give s	ome insignt on	the volumes ma	anaged by the position a	and/or the	activity of the Department.	
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Scope of support is across all segments and to a payroll cost in the UK of £700 million



- **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.
 - Support the use of workforce management resource planning, WFM Systems Kronos and analytical
 dashboards across core operational processes. The WFM Coordinator will support colleagues in the
 achievement of full compliance and understanding of all workforce management related quality, health,
 safety and environmental company risk, reporting and governance processes, ensuring that these are fully
 applied, complied with and adhered to within own their work and the business.
 - Proactively work with the operational management teams to ensure operational compliance with KPI's, legislation, approved codes of practice and company policies and procedures.
- **5. Main assignments** Indicate the main activities / duties to be conducted in the job.
 - SME on use of resource planning across all services and able to work independently in supporting reviews being undertaken by segment
 - SME on operational use and interpretation of Workforce Management Analytics Dashboards
 - Implementation of training and change: Acting as functional expert across integrated facilities management in support of the delivery of workforce management systems; Kronos and Resource Planning and tools use

- Work in partnership with contract L&D teams and SMEs to build segment capability in workforce management through continued up-skilling of management teams, assisting in the delivery of comprehensive operational training on workforce management processes
- Participate in course delivery as a Subject Matter Expert in workforce management
- Support the segment "champion" network, ensuring that all candidates are suitably supported in their course related activities and action planning
- Provide practical and effective guidance to candidates in relation to continuous improvement and innovation, through business excellence in service delivery
- Coach operational management in workforce management principles when providing site based support
- Support the Head of Workforce Management in the development and continuous improvement of tools to control resource allocation and related workforce management processes
- Actively support segments regional/account/site management in the completion of robust annual/on-going action plans to deliver workforce management productivity and compliance targets and achieve "sign off" of plans with account management
- Undertake, under direction, an audit programme on compliance with workforce management processes
- Maintain effective working relationships with other service operations specialists, understanding the wider UK business environment and working proactively and professionally, in developing integrated and focussed continuous improvement and a unified Sodexo brand.
- Champion and embed workforce management initiatives across the business area and ensure that all services are aligned to client and customer needs and deliverable within budget
- Leadership by example and demonstrate the company values at all times with company, client and peers.
- 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.
 - Contribution to gross profit and improvements to budget performance
 - Audit compliance scores for contract deployment of workforce management programme
 - Value of workforce management initiatives, using appropriate financial/non-financial analysis.
 - Improved employee engagement figures within segment through support of business awareness.
 - Continued professional development in industry sector
- 7. Person Specification Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively
 - Experience of Workforce Management processes and applications ideally resource allocation planning and Time and Attendance Systems and change management
 - Coaching and Facilitating, Change Management, Planning and Delivery Management
 - Advanced Microsoft applications; MS Project, SharePoint, and advanced knowledge of Word, Excel, PowerPoint
 - Knowledge of excellence programmes and continuous improvement (e.g ISO 9001:2008/Six Sigma/LEAN/BNP disciplines
 - 5 years experience in an operational/project management role, in an international and cross functional environment
 - Well developed stakeholder engagement skills and negotiation skills
 - Excellent customer and relationship management skills, including credibility and influence at senior levels.
 - Excellent verbal and written communication skills, with a proven experience of managing client and/or customer relationships

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 	Leadership & People Management
Rigorous management of results	Innovation and Change
Brand Notoriety	Business Consulting
Commercial Awareness	Employee Engagement
	Learning & Development

9. Management Approval – To be completed by document owner

Version	2.0	Date	28 09 2021
Document Owner			