

JOB DESCRIPTION

Function:	Administration
Position:	CONTRACT SUPPORT ASSISTANT
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Operations Manager
Additional reporting line to:	Contract Director
Position location:	Unit Based – Various Sites within Newcastle upon Tyne

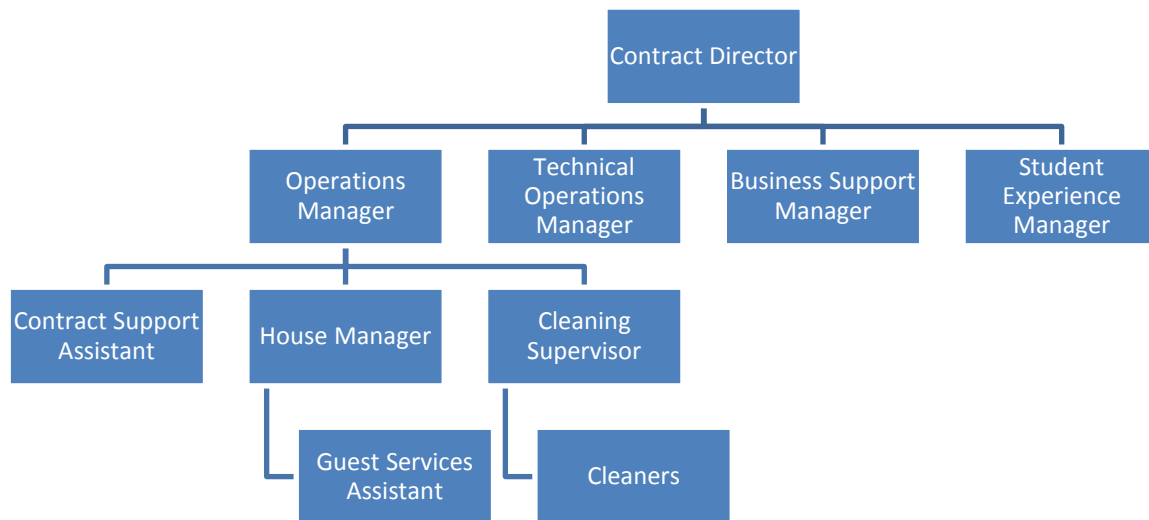
1. Purpose of the Job – State concisely the aim of the job.

- To deliver a high quality customer journey to all stakeholders through the provision of an excellent customer service via contract administration support
- To support our client in delivering sector leading accommodation services, and to support in growing and developing the reputation of Northumbria University locally and globally
- To support the wider Sodexo team locally, regionally and nationally as required in line with our corporate values of Service Spirit, Team Spirit and Spirit of Progress

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 FY13:	€N/A	EBIT growth:	N/A	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	N/A
		EBIT margin:	N/A			Outsourcing growth rate:	n/a	HR in Region	N/A
		Net income growth:	N/A						
		Cash conversion:	N/A						
Characteristics ■ N/A									

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. Please show the job titles not the actual people doing the role, i.e. Finance Manager, Project Manager



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.

- Sodexo are responsible for delivering services on-site 24/7, 365 days a year, and staff will be required to support this within the realms of their roles
- Northumbria University has a student body representing over 130 different nationalities. This means Northumbria has an extremely diverse mix of cultures, backgrounds and religions. Staff need to be able to support this by delivering focused customer service, that takes note of this, including where language barriers may exist, and staff should be willing to be flexible and quick thinking about how to overcome such barriers.
- We work with a wide range of suppliers, and the post holder will need to be able to build effective relationships with key personnel in these organisations to ensure a high standard of service and to resolve issues if they should arise.
- Students living within our student accommodation have often moved away from home for the first time, and it is a completely alien experience to many, staff should be able to empathise and provide a warm, welcoming face that residents can get to know, and feel that they can approach staff in times of need.
- Staff will be required to undertake training in the governments PREVENT programme, and training will also be provided on how to identify students who are vulnerable and may require support from the University's Student Support & Wellbeing Service

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Support the Sodexo Management team by ensuring that the service provides a high level of stakeholder satisfaction
- Contribute to the development of a collaborative and inclusive culture, by sharing information and good practice with others
- Work cooperatively and maintain effective relationships with others, internally and externally to Sodexo, as appropriate to own area of responsibility
- Services delivered in a courteous, customer focused and professional manner, maximising the customer journey experience of existing and prospective residents
- To provide a financial and procurement based administrative support to include, but not limited to;
 - Weekly & Monthly Payroll for the site based teams
 - Procurement of Non-Hard Services goods and services, such as Cleaning Stock & Stationery
 - Procurement of Hard Services goods and services in the absence of the Contract Administrator
 - Production of relevant Purchase Orders via SAP Materials Management
 - Goods Receipting of Deliveries
- To provide administrative support to the Student Experience Manager to include, but not limited to;
 - Upkeep of signage templates for use across the contract
 - Production of notices/signage for special events
 - Production of documentation in support of our reporting to the client, such as Performance Updates and results from student surveys
- Ensuring accurate information is available at all times to other staff throughout the accommodation estate such as latest procurement policies and practices
- Respond positively to feedback by proactively reviewing processes, procedures and practices to ensure that the needs and expectations of relevant stakeholders are met

This list is not exhaustive, and the post holder will be expected to carry out other reasonable duties from time to time as requested by management

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 Sodexo team to deliver cost effective procurement
- Support the Sodexo team to continue to develop an effective and reliable supply chain
- Support the Sodexo team to continually develop and improve our performance

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

The ideal candidate must possess the following skills;

- Ability to prioritise own workload with minimal supervision and use of own initiative
- Ability to work quickly and calmly, especially under pressure and in emergency situations
- Experience of Data Protection, and handling sensitive issues in an appropriate manner
- Be a team worker with a flexible approach, to include the ability to request and offer support from other team members as required, including liaison with line manager
- Have excellent IT skills
- Possess good communication skills, both verbal and written, including accurate spelling and grammar and the ability to give explanations clearly
- Be self-motivated
- Experience of working with, and the ability to empathise with people from a diverse range of backgrounds, cultures and religions
- Have experience in computerised accounting
- Have excellent note taking skills

- Experience of using databases, spreadsheets and other computer based applications including Microsoft Office
- Flexible attitude to working, including willingness to work overtime, such as unsocial hours and weekends, especially between June and September.

Essential Qualifications

- Educated to a minimum of GCSE Grade C (or equivalent) in Maths and English
- Training in IT packages and keyboard skills

Desirable Qualifications and Experience

- Evidence of delivering innovation and engaging positively with continuous change and improvement
- Experience of working with specialist systems such as;
 - IBM Global Maximo CAFM system
 - SAP – Including SAP Materials Management, UDC Payroll and UDC Billing

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	■ Brand Notoriety
----------------------------------------------------------------------------	-------------------