

# Job Description: Support Consultant



Function:	Service Operations
Job:	Helpdesk Operative – IS&T
Position:	Support Consultant
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Support Team Leader
Additional reporting line to:	
Position location:	Salford, Manchester

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

As the Support Consultant, you will be responsible for the receipt of problems reported by customers, and the co-ordination of rapid and appropriate responses, including: channelling requests for assistance to appropriate functions for resolution, monitoring progress, and keeping customers apprised 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:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						

Characteristics

- The role holder has no direct responsibility for staff management; sales or budget management

### 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.



**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.

**Team Player**

- Is aligned with and works effectively as part of a team with peers
- Utilises skills and knowledge of those outside own area to enhance work and ensure unified approach
- Actively demonstrates support for other Segments as well as Sodexo as a whole
- Retains an objective and professional approach even under pressure. Supports and complies with company policy and business decisions

**Analysing & Decision Making:**

- Takes effective decisions after gathering relevant factual information and reviewing to the appropriate level of detail
- Able to identify opportunities and evaluate the best course of action to deliver value to the client, employees and to Sodexo
- Has the ability to think laterally and is open to new ways of doing things
- Works with others to plan for systematic implementations

**Communicating Effectively:**

- Communicates effectively with people at all levels
- Is a good listener and is sensitive to the views and opinions of others
- Constructs and presents convincing arguments and business cases both orally or in writing
- Ensures effective communication takes place between all levels within the department

**Achieve Customer Satisfaction:**

- Helps improve the efficiency and cost effectiveness of the Department
- Displays a positive and helpful attitude to customers at all times. Responds positively to customer demands identifying what is required and providing it promptly
- Explores current issues with customers to enhance and improve service to them
- Assess opportunities to raise customer service beyond expectations

**Remain Adaptive:**

- Shapes continuous improvement and constantly looks to raise standards
- Keeps up to date with activities and issues within own team, taking account of these in daily work
- Takes account of the impact own work has on others; involve those from outside immediate workgroup to check intended decisions or action is in line with their objectives and initiatives
- Adapts approach in response to new direction or priorities

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

- Escalation procedures, promptly allocating unresolved calls as appropriate. Maintaining the log and advising customers of actions taken
- Providing advice to customers on systems, products and services which are available to them
- Assisting the line manager in identifying personal training and development needs
- Gaining sound understanding of Sodexo specific PC applications and the impact of any fail-ure/problems
- Providing mentoring/training to more junior members of the Support team as required
- Undertakes any other tasks 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.

- Following agreed procedures, assist customers in a pleasant and professional manner. Maintaining accurate log entries of requests with fault details and contact information
- Following agreed procedures, searching documentation, and previous requests for assistance on related topics to establish possible solutions to calls. Document any findings on the call log
- Following agreed procedures, responding to requests for assistance by providing information to enable callers to solve their problems.
- Maintaining accurate log entries of contact, with resolution details and follow-up information

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

**Essential**

- Ability to understand the needs of customers, and keep them in mind when taking actions or making decisions
- Articulate and effective communicator both orally and in writing
- Organised and methodical
- Demonstrates initiative and anticipates needs
- Self starter

**Desirable**

- Previous experience of working in a similar role
- experience working in a Support Service environment
- ITIL Awareness

**8. Competencies** – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

<ul style="list-style-type: none"> <li>▪ Growth, Client &amp; Customer Satisfaction / Quality of Services provided</li> </ul>	
<ul style="list-style-type: none"> <li>▪ Rigorous management of results</li> </ul>	<ul style="list-style-type: none"> <li>▪ Employee Engagement</li> </ul>
<ul style="list-style-type: none"> <li>▪ Leadership &amp; People Management</li> </ul>	<ul style="list-style-type: none"> <li>▪ Health and Safety Awareness</li> </ul>
<ul style="list-style-type: none"> <li>▪ Innovation and Change</li> </ul>	
<ul style="list-style-type: none"> <li>▪ Employee Engagement</li> </ul>	
<ul style="list-style-type: none"> <li>▪ Brand Notoriety</li> </ul>	

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

Version	1.2	Date	05/11/2015
Document Owner	Debbie Wright		