

Job Description: Learning and Performance Administrator



Function:	L and P Administrator
Job:	L & P Administrator
Position:	Learning and Performance Administrator
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	L&P Admin Team Leader
Additional reporting line to:	
Position location:	Hybrid – OSR/Salford and Home

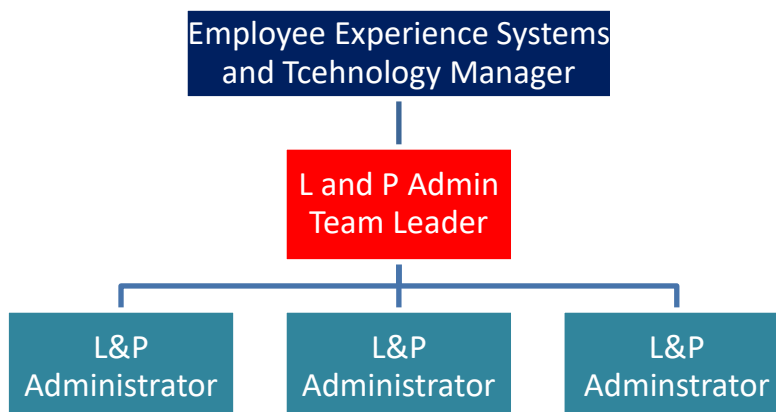
1. Purpose of the Job – State concisely the aim of the job.

- To provide day to day L&P administration including administering and the Learning, performance and talent management system.
- Ensuring that user queries are handled in a timely, efficient and professional manner
- Supporting the wider L&P function with administrative activities

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:	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 ▪ Ticket management through HR Hub										

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.

- Timely completion of routine work activities
- Responding to and ownership of ad-hoc customer queries
- Collaboration with other teams/functions as necessary to achieve the required results within agreed timelines

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

- Complete daily work tasks ensuring tasks are carried out to a high standard and completed within Service Level Agreements
- Provide regular operational feedback, escalating potential operational and customer issues as soon as they arise
- Resolve queries within agreed SLAs
- Ensure a helpful, responsive and customer friendly administrative and query handling service to all customers, ensuring that all services are completed within agreed timeframes
- Ensure use of and accurate maintenance of systems including SAP HR and any other reward / benefits platforms enabling you to run regular reports with regards to new starters and leavers
- Build and maintain a strong and professional relationship with 3rd Party providers, ensuring they are updated in a timely manner
- Support the development and training of colleagues and new team members
- Ensure all records are maintained and secure, complying with obligations under GDPR and specific segments requirements
- Work closely with the data and reporting team to ensure the business has access to timely and accurate data when they need it
- All tasks and interactions related to delivering the service are completed according to the principles & practice detailed within the Information Security Policy and any other additional security requirements for specific customer groups.

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.

- Customers provided with a helpful and responsive Learning and Performance administration service
- All services will be completed within agreed timescales
- Systems and records will be accurately and efficiently updated
- Relevant reports will be accurately produced and distributed to key stakeholders in a timely manner
- Learning Catalogue and schedule will be maintained to ensure learners have access to the development they need, when they need it

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

- Experience of building strong relationships with demanding stakeholders
- Customer service focused and committed to providing a helpful, and responsive HR service
- Strong verbal and written communication skills including excellent telephone manner
- Ability to quickly adapt to changing priorities and ability to identify situations which could result in potential customer complaints in order to prevent the complaint from occurring
- Well organised with ability to work to tight deadlines
- Strong understanding and respect for confidentiality
- Proficient user of Microsoft Office programmes

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

Key Competencies	
▪ Cultivates Innovation	▪ Being Resilient
▪ Optimises Work processes	▪ Develops Talent
▪ Business Insight	▪ Courage
▪ Manages Ambiguity	▪ Design Quality
▪ Drives Results	

9. Management Approval – To be completed by document owner

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