

# Job Description: Communications & Administration Coordinator

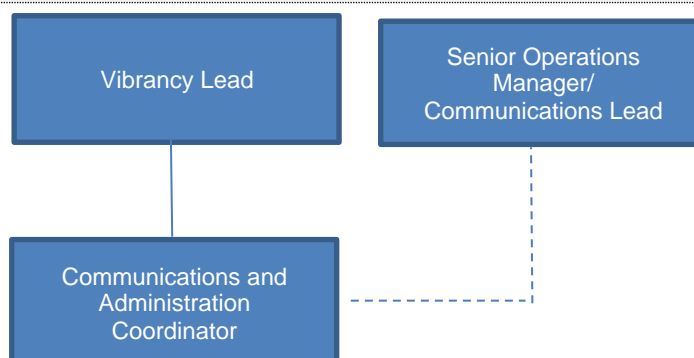


Function:	Operations
Position:	<b>Communications &amp; Administration Coordinator</b>
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Vibrancy Lead
Additional reporting line to:	Senior Operations Manager/ Communications Lead
Position location:	Cambridge

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

- Create and deliver a 12 month plan of activities and communications to support Sodexo team engagement
- Support the Vibrancy Lead to:
  - Create and deliver a 12 month plan of activities to support the Client vibrancy 'Great Place To Work' (GPTW) programme
  - Create supporting communications campaigns optimising digital and physical platforms available
- Supply copy and creative in standard formats for the above to celebrate 'good news stories', socialise new initiatives and to inform of business updates
- Collaborate with the Comms Champions (North) and support the UK strategy and goals as led by Contract Comms Lead
- Provide administrative support to the Sodexo South leadership team, Vibrancy Lead & internal engagement programme
- Support the contract with promotion & administration of the employee recognition and rewards schemes
- Ensure all managed mailboxes are monitored and communicated accordingly
- Deputise for Vibrancy Lead in their absence

## 2. 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.



**3. 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.

- Scale and complexity of the operation across multiple sites in a dynamic and evolving environment
- Time management, prioritisation and the ability to juggle multiple projects with fixed deadlines
- Reactive nature of role at times due to dynamic, fast paced environment with multiple stakeholders
- Balancing the needs of, and output delivery for Sodexo and the Client

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

- Collate/ research information and prepare copy/ creative/ presentation for engagement communications to support all Sodexo South activities according to the 12 months comms plan, for example: All Hands Calls, business updates & newsletter.
- Operate within agreed budgets and track and report on spend where appropriate
- Maintain orderly filing system within MS team for all collateral produced
- Adhere to standard templates and create new ones where required.
- Be an ambassador for Sodexo Volunteering scheme
- Be an ambassador for the Sodexo Reward Hub scheme
- Support Vibrancy Lead to:
  - Co-ordinate Sodexo and client partnership GPTW activity and provide supporting communications copy and creative e.g. creative e.g. random acts of kindness, fika for all & calendar milestone celebrations
  - Produce copy and creative to support client workplace and digital platform communications aligned to stakeholder messaging
  - Deliver Sodexo community charity/ social enterprise activity and donation initiatives
- Administrative tasks for the leadership team including but not limited to preparing Visio flow charts, meeting minutes and data gathering as required
- Updating the Organisation Chart for AZ South and notifying client of leavers within the contract
- Preparing presentations and gathering data for contract meetings such as governance slides.
- Managing Sodexo employee recognition including service loyalty, recognition rewards, Star of the Month and Sodexo engagement activities
- Managing the Sodexo comms mailbox & distribution list, including preparing and sending comms regarding newsletter, volunteering, charity events etc
- Complete any other reasonable request from a member of the management team.

**5. 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.

- Excellent relationships with key Sodexo stakeholders and teams
- Delivery of a consistent form of communications that demonstrates partnership values and contributes to a culture of continuous learning and high performance in line with our partnership vision
- Delivery of accurate and engaging content through appropriate platforms
- A collaborative approach with our colleagues in the North

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

- To be able to work proactively, autonomously and independently up to approvals stage of comms and activity process
- To be an engagement focused individual with excellent interpersonal skills and the ability to communicate and build relationships at all levels and across functions
- To be a forward thinker with a methodical approach and eye for detail
- Exceptional planning, excellent organisational skills with the ability to prioritise projects
- Creative thinker and able to articulate new concepts and ideas
- Ability to research new areas of potential interest
- Ability to process overall content to pick out relevant and salient points from a larger body of information
- Self-motivated, proactive and works well under pressure and to tight deadlines
- Excellent verbal & written communication skills with the ability to express views clearly & succinctly in a variety of communication settings and styles
- Flexible and able to cope with ambiguity & challenge the norm
- Team player
- Role model for best practice in field of expertise

## 7. 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>▪ Innovation and Change</li> </ul>	
<ul style="list-style-type: none"> <li>▪ Brand Notoriety</li> </ul>	
<ul style="list-style-type: none"> <li>▪ Commercial Awareness</li> </ul>	
<ul style="list-style-type: none"> <li>▪ Employee Engagement</li> </ul>	
<ul style="list-style-type: none"> <li>▪ Learning &amp; Development</li> </ul>	

## 8. Management Approval – To be completed by document owner

Version	1.3	Date	06/03/2023
Document Owner			

## 9. Employee Approval – To be completed by employee

Employee Name		Date	
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