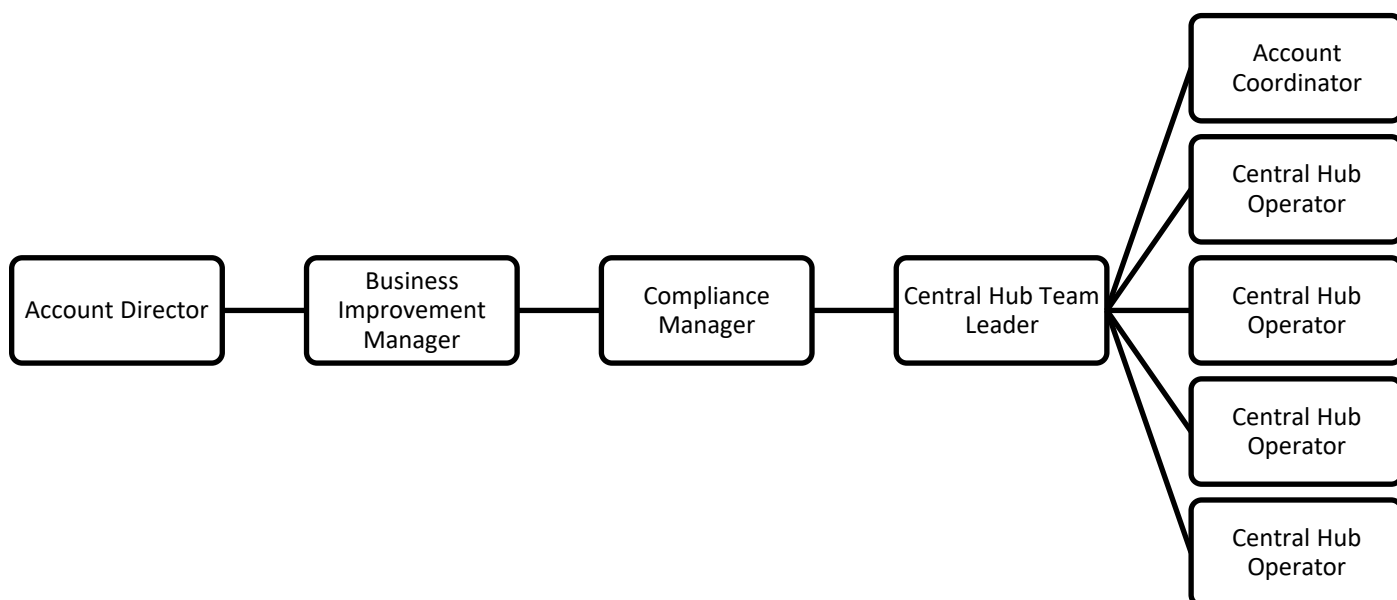


# JOB DESCRIPTION



Position Title	Account Co-ordinator	Department	Diageo
Generic Job Title	Account Co-ordinator	Segment	Corporate Services
Team Band	XX	Location	UK and Ireland
Reports to	Central Hub Team Leader	Office / Unit name	

## ORGANISATION STRUCTURE



- ## Key Performance Indicators (KPIs) or “What it will look like when you are doing the ||”

- 2/4 - [www.sodexo.com](http://www.sodexo.com)

## Competencies

<p>Relationship Management:</p> <ul style="list-style-type: none"> <li>• Develops relationships based on mutual respect and professionalism</li> <li>• Seeks win-win outcomes with others</li> <li>• Offers and asks for help when needed</li> <li>• Keeps promises made to internal and external clients.</li> </ul>	<p>Leadership</p> <ul style="list-style-type: none"> <li>• Takes responsibility when needed</li> <li>• Acts with initiative</li> <li>• Demonstrates energy and enthusiasm</li> </ul>
<p>Resilience</p> <ul style="list-style-type: none"> <li>• Accomplishes set goals</li> <li>• Demonstrates a constructive approach when faced with obstacles</li> <li>• Committed to delivering the tasks required</li> <li>• Resourceful and self driven</li> </ul>	<p>Impact &amp; Influence</p> <ul style="list-style-type: none"> <li>• Communicates effectively</li> <li>• Is a good listener</li> <li>• Keeps an open mind when listening to the view or ideas of others</li> <li>• Makes a confident contribution in all situations</li> </ul>
<p>Working With Others</p> <ul style="list-style-type: none"> <li>• Works effectively as part of a team</li> <li>• Shares ideas and information with the team</li> <li>• Responds helpfully and courteously to requests for information or help</li> </ul>	<p>Planning &amp; Organisation</p> <ul style="list-style-type: none"> <li>• Prioritises workload effectively</li> <li>• Plans in activities to meet the needs of others</li> <li>• Is thorough and shows attention to detail</li> <li>• Proactively plans use of time to minimise reactivity</li> <li>• Maintains work life balance</li> </ul>
<p>Results Orientation</p> <ul style="list-style-type: none"> <li>• Delivers against agreed SMART objectives in line with defined plans and deadlines</li> <li>• Ensures key priorities are given time and attention</li> <li>• Uses agreed processes to get the job done in the right way</li> <li>• Shows attention to detail</li> </ul>	<p>Financial &amp; Business Awareness</p> <ul style="list-style-type: none"> <li>• Numerate</li> <li>• Reviews own activities to ensure cost effectiveness</li> <li>• Keeps up to date with business developments</li> <li>• Uses company tools to measure performance</li> </ul>
<p>Analysis &amp; Decision Making</p> <ul style="list-style-type: none"> <li>• Makes appropriate decisions</li> <li>• Speaks confidently and coherently</li> <li>• Is able to analyse problems and propose suitable solutions</li> <li>• Is open to new ways of doing things</li> </ul>	<p>Continuous Improvement</p> <ul style="list-style-type: none"> <li>• Seeks to continuously improve outputs for the benefit of the business</li> <li>• Actively drives own development</li> <li>• Learns from experience</li> <li>• Has a curiosity to explore beyond known boundaries</li> <li>• Constantly raises the standard and quality of work, benchmarking against best practice</li> </ul>

## Skills, Knowledge and Experience

■  
■

- Comfortable and influential communicator at all levels (operator to director)
- Proficient with business analysis techniques: techniques which help in modelling and understanding a business and its operation
- Proficient in progress reporting: methods and techniques for reporting progress Proficient in reporting and analysis methods
- • Able to comprehend, interpret, communicate and embed contract into operations
- • Knowledge of methods and techniques associated with planning and monitoring progress of projects e.g. work breakdown structures
- Knowledge of risk management: the identification, assessment and management of risks, which could result in time or cost over-runs, or failure to deliver products which are fit for purpose
- Proficient in customer service techniques: techniques for ensuring that full account is taken of customers' real and stated needs in the delivery of products and services
- Advanced level of knowledge of the Maximo CAFM system
- Knowledgeable on PowerBI and Sharepoint

I can confirm I have read the full content of my job description and understand the requirements of this role:

Employee Signature:

Date:

Please return to sender with any associated documentation

Version		Date	
Document owner			