**on-site services**

JoB description

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| --- | --- | --- | --- |
| Position Title | Administrator | Department | i-office |
| Generic Job Title | Administrator | Segment | Government services |
| Team Band | Unbanded | Location | Remote |
| Reports to | Team leader | Office / Unit name | HMRC |

## ORGANISATION StRUCTURE

Team Leader

Administrator

Head of Talent

#### Job Purpose

* To support and develop the Sodexo i-office team and the CAFAM system by carrying out tasks as delegated within all areas off i-office or other controlled areas.
* Ensure all jobs logged by 3rd party are captured, acknowledged, and dealt with within agreed SLA’s
* Ensure SLA’s and KPI’s are adhered to and archived
* Managing the inhouse CAFAM system i-office for the UK region.
* Ensure deadlines and times are meet set by the Management team in a professional manner at all times.
* Creating user accounts and performing access control
* Run daily/ weekly and monthly contract reports and searches
* Ensure data and IT security in accordance with the Data Protection Act and Government Information Governance protocols
* Oversee and maintain all aspects of a company’s computer infrastructure
* Support employees with some of their more basic computer needs, like setting up new users and managing backup, security and passwords.

#### Accountabilities or “what you have to do”

* To carry out tasks, including but not limited to IT support, answering phones, processing emails, filing, teams meetings, excel sheets, attend meetings, roll out training ensuring compliance from wider team, instrumental in keeping a good working relationship with 3rd party’s
* Report any maintenance issues immediately to include equipment that is faulty, or any risks or hazards identified.
* To take part and effectively engage in employee training and having a full understanding of Health and Safety and Site Specifics Procedures.
* To deal with any complaints / issues from customers immediately and report directly to department Managers.
* To participate actively within team meetings in order to develop ideas to enhance service offer.
* To be flexible to travel/ work additional hours in order to cover holiday and sickness within the team.
* To work always, with awareness of surroundings and behaviour required, plus security procedures in place
* To complete any paperwork pertinent to the area of work
* To offer excellent customer service to all customers and clients.
* It should be noted that this document is not exhaustive, additional responsibilities/ad hoc duties may be required

**Key Performance Indicators (KPIs)** **or “What it will look like when you are doing the job well”**

* No justifiable complaints from building users / client staff within your scope of works
* All jobs issued with correct coding and issues in timely manner within the agreed KPI time
* All faults and defects addressed within agreed timescales according to the SLA’s
* All work schedules followed, and administration completed within agreed timescales

#### Dimensions

|  |  |
| --- | --- |
| ***Financial*** |  |
| ***Other*** |  |

#### Skills, Knowledge and Experience

Essential

* Health and Safety Procedures
* Strong communication
* Able to meet deadline and working under pressure
* organizational and problem-solving skills
* You should be familiar with aspect of project management, such as budgeting and scheduling, and exercise strong time management skills
* IT/ excel/ word knowledge
* The abilities to work independently
* Apply analytical skills
* Identify the standard/result required for a task and complete it accordingly.
* Support team to achieve work goals, etc.
* Work within the Health and Safety Guidelines and Quality Procedures, where appropriate, at all times.

#### Contextual or other information

* To attend to any reasonable management request
* To assist other team members to ensure all work duties are carried out to the specified standards
* To be fully flexible to cover holidays and absence or any overtime

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