

Job Description

Staffing Manager

Function:	HR
Position:	Staffing & Recruitment Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Catering Services Director
Additional reporting line to:	
Position location:	Everton

1. Purpose of the Job – State concisely the aim of the job.
<ul style="list-style-type: none"> Manage the staffing function at Goodison Park to ensure all labour is accurately planned and forecasted in line with labour productivity initiatives and budgets, to meet company and client objectives Work closely with the operations team to ensure all requests are meet Link with relevant agencies to get the best staff Ensure a plan is in place and delivered in terms of the provision of effective labour Support the promotion of the Sodexo Live

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

General

- To staff all events and matchdays
- Ensure Time target is always used for forecasting and up to date
- Lead by example to drive a proactive and efficient.
- Ensure that all legal obligations and compliance is adhered to through all activities
- Support the development and implementation of the Sodexo Live engagement strategy for the casual workforce
- Lead recruitment for the casual team at Everton
- Manage and plan training sessions with support from Operations team
- To ensure all variable staff are completing their relevant FLOW modules before attending work

Finance

- Manage the production of wage forecasts for all race day and non-match day business.
- Work with the Head of Operations on casual labour requirements, meeting client expectations, report labour costs in line with forecasts and budget for all labour lines, with your main focuses being on Hospitality and Retail accounts
- Manage the payroll administration function and ensure that all wages are submitted in a timely manner, fully authorised and including employee numbers.
- Ensure that wage queries are dealt with efficiently and effectively.
- Ensure that staffing is both cost effective and suitable to meet the needs of the specific event or function. Outsource to nominated agencies where applicable and ensure all costs are captured
- Achieve zero agency staff costs where possible through a defined recruitment and training programme

Resourcing, Planning & Allocation

- Support the recruitment of direct staff through the Sodexo Live brand. Ensure there is a presence at relevant open days, recruitment fairs and assessment centres
- Work with Head of Operations in the development of the ongoing agency strategy for forthcoming events
- Build strong working partnerships with the core agencies to ensure they are delivering against strict KPIs, managing the annual agency audit process and following up any concerns
- Support the development of our casual workers using Manager Feedback
- Build development to ensure succession planning and retention of casual workforce

People Management

- Support the staffing team on their specific accounts, liaising with the Department Managers on all aspects of staffing
- Support the team in meeting all KPIs
- Ensure sufficient yet efficient numbers are booked and shift timings are suitable for operational needs
- To ensure company uniform standards for all variable staff are adhered to at all times

Health & Safety

- Ensure that any and all accidents or near misses are reported and recorded properly
- Support the Operations Manager to ensure all relevant H&S policies are in place regarding casual workers

3. Context and main issues – Describe the most difficult types of problems the jobholder must face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Understand and manage complex employment legislation regarding a large casual workforce
- Manage the delivery of the staffing function for match day and non-match day, in line with labour productivity, initiatives and budget
- Build and develop effective working relationships with line managers, colleagues and agency partners
- Operational role with a requirement for weekend work and an element of anti-social hours

4. 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.

- Drive and review the opportunities for TimeTarget system improvements in line with business needs
- Payroll timelines are met and instances of non-payment are reduced throughout the year
- Achieve compliance with all staffing related KPIs
- The proportion of directly recruited staff to agency staff is increased and managed appropriately
- All HR Policies and Procedures are adhered to
- Relationships are developed with key stakeholders to allow development both operationally and functionally to enable personal growth
- Agencies are used appropriately and quality is monitored and managed

5. 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: m	EBIT growth:	tbc	Growth type: n/a	Outsourcing rate:	n/a	Region Workforce
	EBIT margin:	tbc		Outsourcing growth rate:	n/a	HR in Region
	Net income growth:	tbc				
	Cash conversion:	tbc				
Characteristics ▪ Add point						

6. Job profile – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position.

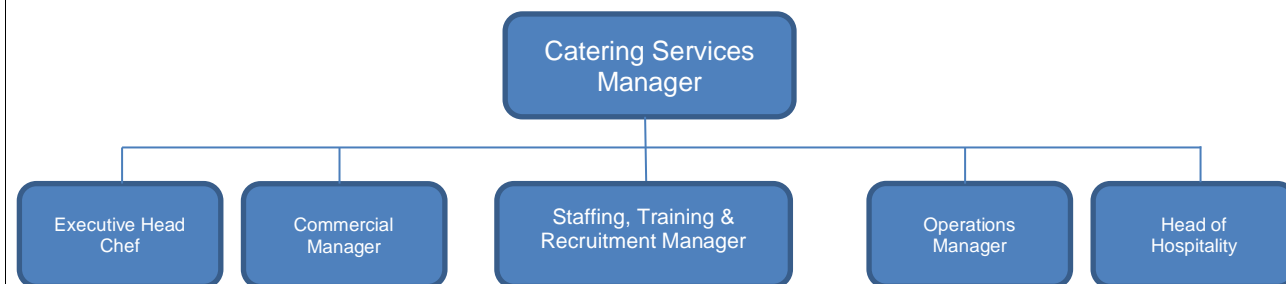
Essential

- Previous event and staffing experience
- Management of budgets and forecasting
- Recruitment knowledge and experience in terms of process and interview and selection for casual positions
- Strong interpersonal skills
- Well organised, efficient, and able to work under pressure
- Proficient user of Microsoft Office Programmes

Desirable

- Knowledge of HR policy and practice
- Presentation skills to present information appropriately at all levels
- Managing a team
- Operations experience
- Experience of working with time and attendance systems

7. Organization chart – Indicate schematically the position of the job within the organization. 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.



Levels

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Received:

Date:

Date:

Job holder

Immediate Manager