



Job Description: Sodexo Live!

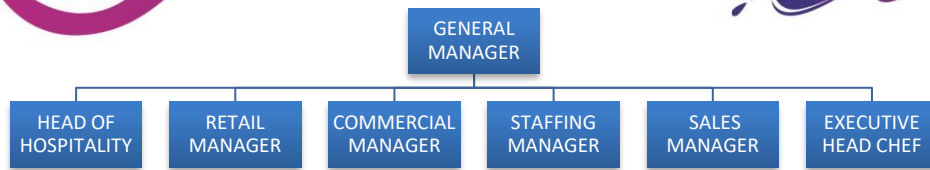
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|--|-----------------------------------|
| Function: | Staffing/ People Operations |
| Position: | Northwest Staffing Manager |
| Job holder: | N/A |
| Date (in job since): | N/A |
| Immediate manager (N+1 Job title and name): | General Manager |
| Additional reporting line to: | |
| Position location: | Blackburn Rovers |

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

- Work with the Centre of Excellence team and site HOD's to manage the recruitment and selection process of casual catering employees for match days and meetings & events at Blackburn Rovers and Preston North End
- Efficiently and accurately manage the onboarding of all casual employees, adhering to Sodexo Live! processes, policies and procedures
- Book, confirm and coordinate all shifts for all casual catering employees
- Work with the site catering team HOD's to create a Northwest Training programme and be a leader in the promotion and delivery of this
- Manage the administration relating to staffing coordination, recruitment, training and payroll
- Promote Sodexo Live! as the preferred employer, both internally and externally, adhering to the company recruitment policies
- Support the site catering team HOD's with development and delivery of site-based training
- Provide proactive support to the site catering team HOD's, ensuring consistent delivery of high standards at all times
- Work to agreed KPIs

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.

3. 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.



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.

- Support the achievement of team objectives and meet deadlines through accurate and timely administration
- Audit and maintain staff files to ensure that they meet all relevant Employment Legislation
- Support the achievement of the financial performance of casual labour to stay within budget/forecast.
- Accurately report actual labour costs compared to forecasts
- Increase staff retention, keeping agency usage to a minimum and maintaining a good working relationship with any agreed preferred providers.
- Manage match/event day staff allocations/arrivals/check-ins, methodically reacting to any required changes in an efficient manner

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

To support the recruitment/staffing objectives and planning for all events at Headingley Stadium, including match days, non-match event days and meetings & events

- Support in the reporting of the forecasted staffing costs, including direct/agency staff, transport, uniform and expenses for allocated accounts with regards to match days and events.
- Where required, source/book transport and uniform for full time and casual employee within the accounts budget.
- Ensure all employees are paid correct wages in a timely manner by submitting to Central Payroll. Any wages queries are dealt with efficiently, liaising where necessary with Central Payroll. Invoices authorised and handed to commercial, whilst payroll forms submitted within the payroll deadlines.
- Book appropriate staff for the match day/event, whether they are agency or locally recruited.
- To encourage and promote good staff and customer relations.
- Communicate to staff, both full-time and casual, necessary information relating to the match day/event, e.g. start dates, pay rates, parking.



To be responsible for the operation and supervision of staff check-in

- Manage staff check-in during match/event days, resolving staffing issues proactively.
- Accurately report actual staffing costs, accruing accurate costs for outstanding invoices.
- Manage and monitor feedback on our casual staff and action appropriately
- To support the training of staff. i.e. training on tills, customer service, and hospitality service as per company and unit policy.
- To compile all training paperwork in a timely manner as per Sodexo Live! policy.
- To assist with any role relevant functions that may be outside normal working hours.

Proactively assist in the recruitment of casual employees.

- Lead the onboarding and training of new casual employees, adhering to the company policy. e.g. interview, eligibility to work in the UK, reference, etc.
- Liaising with and creating contacts within the recruitment industry, e.g. jobcentre plus, university student unions, recruitment fairs, career open days etc.
- Representing the company at career open days, recruitment fairs and college visits where appropriate
- Manage the casual recruitment staffing email address, responding to queries in a timely manner
- Manage the casual recruitment database.
- Ensuring all casual employees receive a starter pack, details returned are checked thoroughly and no one works until the correct documentation is submitted and mandatory training completed
- Maintain and create personnel records for all casual staff

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.

- Ensure company policies & procedures and legislation is adhered to at all times regards employee engagement
- Manage the site casual labour spend with strong commercial controls by working with the HOD's, achieving agreed KPI's
- To support the HOD's with achieving and maintaining an excellent level of staff training, keeping both stadia as leading hospitality experience venues
- To ensure 100% of casual staff complete all required e- learning through relevant platforms

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

- Graduate calibre.
- CIPD qualified or part qualified desirable, though not essential
- Experience of working in the event industry or similar large volume
- Experience working in a Staffing function is essential
- Experience of conducting training sessions and presentations to groups of 20+
- Passionate about Service Excellence and Customer Service within the Hospitality Industry
- Motivated and adaptable, confidently able to manage workload and different tasks simultaneously
- Excellent written and verbal communication skills
- Confident in the use of MS Office, especially Excel along with other computer programmes
- A flexible approach to working hours

8. Management Approval – To be completed by document owner

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| Version | 1 | Date | 15.12.2025 |
| Document Owner | | | |

9. Employee Approval – To be completed by employee

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|---------------|--|------|--|
| Employee Name | | Date | |
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