

Job Description – Operational Administration & Positive Impact Coordinator

Function:	Health & Care
Position:	Operational Administration & Positive Impact Coordinator (K1)
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	
Additional reporting line to:	Senior Management Team
Position location:	Queens Hospital, Romford

1. Purpose of the Job – State concisely the aim of the job.
<ul style="list-style-type: none"> To provide an efficient and confidential admin & support function to support the Site Director and Senior Leadership Team. To drive and coordinate all Positive Impact initiatives at site, working with the central Sodexo teams to keep abreast of all Positive Impact topics and share ideas and best practice

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

- To attend in person to take notes to create, distribute, drive and coordinate action plan activity following management meetings
- To support continuous delivery of service and support during holidays and absences through the co-ordination of management diaries
- To attend central Positive Impact calls to enable your continuous knowledge of initiatives and topics
- To assist the recruitment of site Positive Impact Champions, to meet with them monthly to share information and support them to promote and drive activity with front line colleagues
- To assist senior management as required in the day-to-day delivery of the business needs.
- Participate in organising and planning the team's day to day administrative duties as required for both Hard and Soft Services, including but not limited to printing, photocopying, arranging meetings, taking minutes/actions, archiving, equipment, and stationery orders.
- To support senior management in the delivery of contractual reports and internal labour/performance KPI dashboards.
- To coordinate the adhoc administrative duties required by senior management that supports the delivery of effective and efficient services.
- To adapt to the needs of the business on a day-to-day basis.
- To assist and coordinate site visits as required by senior management. This may include arranging hospitality
- To update management telephone records, on-call management roster/guide, organisational charts etc as required by senior management.
- To be an ambassador for Sodexo, promoting all Health & Wellbeing and Benefit initiatives
- Assist with the distribution of on-site communications and company policy communications.
- Updating site details for Health & Care to ensure all data relating to clients, site employees and contracts is correct.
- Travel booking
- Arranging archiving off site as required
- Maintain site induction material and spot check the correct inductions material is used
- Responsible for maintaining and updating all Sodexo noticeboards across site to ensuring they are compliant and displaying current vacancies, weekly and monthly updates.
- Ad hoc support for new starters on site
- Compliance with all Sodexo policies
- Any other reasonable duties required by the business

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.

- To attend in person to take notes to create, distribute, drive and coordinate action plan activity following management meetings
- To support senior management in the delivery of contractual reports and internal labour/performance KPI dashboards.
- Adhere to confidentiality and act professionally at all times

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.

- Provide professional and effective administrative support to senior management to enable efficient service delivery.
- To be an ambassador for Sodexo, promoting all Positive Impact including Health & Wellbeing and Benefit initiatives
- Ensure that clear and professional communication is delivered
- To ensure effective management of workload, ability to multitask to meet competing deadlines

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.

- The weekly co-ordination and update of the SMT action planning
- Confidential and professional ambassador for the senior management team
- Responsible for maintaining and updating all Sodexo noticeboards across site to ensuring they are compliant and displaying current vacancies, weekly and monthly updates and all Positive Impact materials.

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

- The ability to communicate effectively with all levels
- Accurate and organized with an attention to detail
- Takes responsibility to deliver quality with a can-do attitude.
- Competent in the use of Microsoft Office, Outlook, Word, Excel, PowerPoint and Visio, and keen to develop through eLearning and other training as deemed necessary.
- Ability to prioritise and carry out instructions.

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.



Competencies

	<ul style="list-style-type: none"> ▪ Resourcefulness ▪ Ensures accountability ▪ Communicates Effectively ▪ Drives Results ▪ Optimises Work Processes ▪ Courage
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Received:

Date:

Date:

Job holder

Immediate Manager