

## Job Description: Sodexo Live!

Function:	Sodexo Live!
Position:	People Operations Administrator
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	
Additional reporting line to:	
Position location:	Newcastle United Football Club

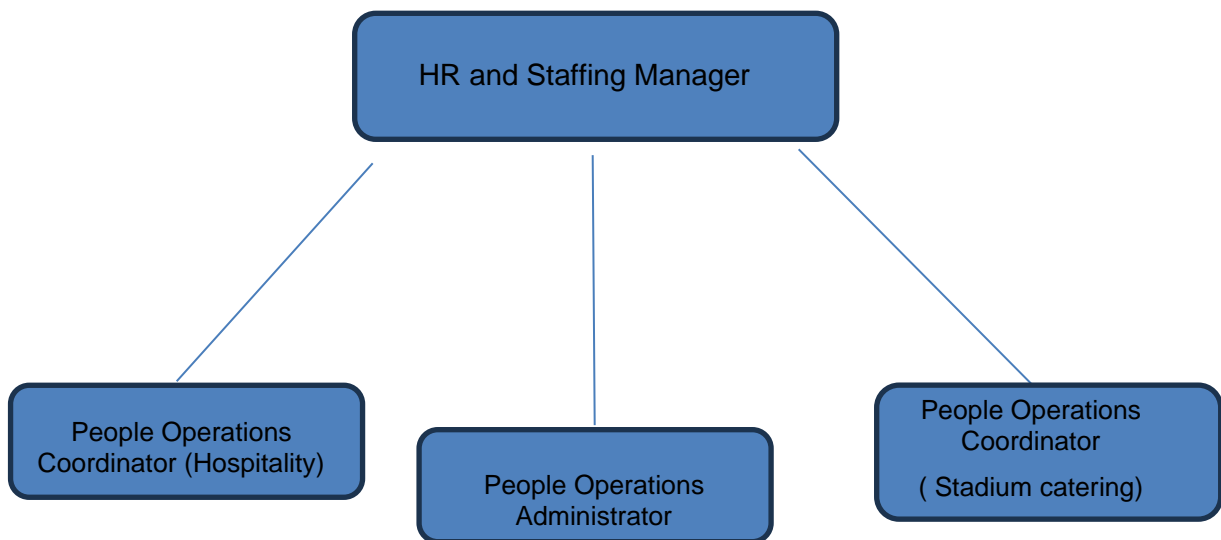
### 1. Purpose of the Job – State concisely the aim of the job.

- To coordinate the recruitment journey and onwards for the casual and contracted team based at Newcastle United Football Club
- To support the operation of match day and event staffing with pre – planning and on the day coordination with the People Operations team
- To support with the booking and implementation of training and ensuring training records are complete
- Completion of other HR related duties when required.
- To work alongside the People Operations team to ensure a smooth operation of match and event days and day to day staffing operations.
- To work with other departments to support with staffing and recruitment needs
- To ensure staffing numbers are kept up with business demands and leaver processes followed
- Engage with casual staff via newsletters, Instagram and other channels
- Run employability days and schemes to support the wider community and attend recruitment events
- Support with onsite contracted staff recruitment, booking in interviews and creating adverts and paperwork
- To lease with the casual staff for communication, queries, engagement and welfare needs.
- To work with labour management systems
- To conduct Right to Work Checks and other compliance processes.
- To be innovative in the approach towards changes in the business and workforce

### 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.

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**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.

- Ensuring strict adherence to agreed staffing requirements
- Dealing with a high casual staff turnover
- Making sure all aspects of the job are following current legal legislation and compliance.
- Making sure all right to work data is captured
- Ensuring strict adherence to Sodexo policies specifically relating to management of Health & Safety.
- Meeting strict deadlines and short turnaround times at peak times

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

- Ensure Right to work checks are completed pre interview stage and ongoing for renewals.
- Ensure pre assessment modules are completed prior to interviews
- Arranging and conducting interviews for the casual workforce and high turnovers. Using online application systems and creating efficient processes.
- Arranging and coordinating contracted interviews
- Ensuring all casual employees receive onboarding documents, welcome emails, and induction.
- To update welcome guides, inductions and other communications in line with any changes
- Delivering inductions to groups of 10-100+ at one time
- Ensure all casuals have received training prior to starting work and records completed including health and safety
- Up date interview collateral, job descriptions and training records
- Ensuring all casual workers have a profile on the labour management systems kept up to date and Personnel files created.
- Ensuring the staffing levels match the requirements of the business for all matchday, weekly shifts and events – lease with the wider team for training and recruitment dates.
- Ensuring data cleansing is completed monthly.
- Monitoring and managing absenteeism of all casual workers and giving feedback
- To look at efficient ways of working and adapting to needs of the business
- Maintain and create personnel records for all casual staff and keeping these in line with company policies.
- To support the set-up match day, check in and the operation on a match or event day.
- Ensuring the use of labour management system is accurate and compliant.
- Completion of match day payroll and weekly payroll when required.
- Assisting with HR related tasks when required.
- To assist with other areas of staffing for the daily operation across Hospitality, Stadium Catering and Kitchens.
- To make sure staff have the correct uniform and standards are met and manage uniform stock levels, laundry and ordering of new items.
- Ensuring the engagement of the casual workforce is at a high-level including updates, communications, and update staff socials.
- To reply to staffing queries in a timely manner
- Answer and make calls
- Action feedback as and when required.
- Follow and deliver the Sodexo values.
- Setting an example as the first point of contact in the casual worker journey through looking professional and conducting tasks in a professional manner
- To complete all tasks in line with the guidelines set out in the Safe Systems of Work and Risk Assessments
- Report any accidents, near misses and defective equipment upon discovery and in accordance with company policy ensuring that where possible hazardous situations are addressed immediately, or equipment is removed from circulation.
- To be aware of all fire and evacuation procedures and strictly adhered to these in the event of the fire alarms being activated.
- To be willing to assist/move to other areas of the business to further develop skills or meet the demands of the business
- To ensure standards of hygiene within your working area and working practices conform to company standards.

- To attend all meetings and training as required including all mandatory Health & Safety as well as any ad-hoc company briefings.
- To ensure rewards and recognition schemes are adhered too.
- Actively engaging in recruitment strategies of the casual workforce and updating these when required
- To use direct recruits in staffing and no use of agency where possible.
- To respond to staff queries and emails within KPI timeframes. Monitor the shared inbox daily.
- To meet KPIs of turnaround times in the recruitment process.
- Ensure administration tasks are kept up to date.
- To communicate effectively with all levels of staff and departments
- To work all match days and events and be flexible in line with business demands.
- To be flexible and adapt to changes.
- To work to changing deadlines and under pressure at times
- Manage time according to business requirements.
- To assist with all other tasks on site with reasonable request.
- To ensure all casual workers are in full and correct uniform including all role specific PPE.
- Demonstrating high leadership skills therefore providing the basis for high group morale and motivation


**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.

- Consistent achievement of positive feedback from client and customer surrounding staffing and training
- Achievement of compliance in terms of health and safety and compliance checks such as Right to Work
- All staff are paid on time and have personnel records up to date
- Meeting staffing requirements and needs of the business

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

#### Essential

- Good communication and interpersonal skills
- Organisational and planning skills.
- Recruitment knowledge
- Creative and passionate about delivery of good customer service through staffing
- Time management skills and the ability to meet deadlines
- Strong Administration background

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- Excellent communication and leadership skills essential, providing the ability giving the ability to recruit, train, manage and motivate the workforce.
  - Experience of staffing in a large operation with high volume events business.
  - Experience withing the Hospitality industry
  - Catering industry background

#### Desirable

- Payroll experience
- Experience of staffing in a large operation with high volume events business.
- Experience within HR

#### 8. Management Approval – To be completed by document owner

Version	1	Date	20.03.2025
Document Owner			

#### 9. Employee Approval – To be completed by employee

Employee Name		Date	
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