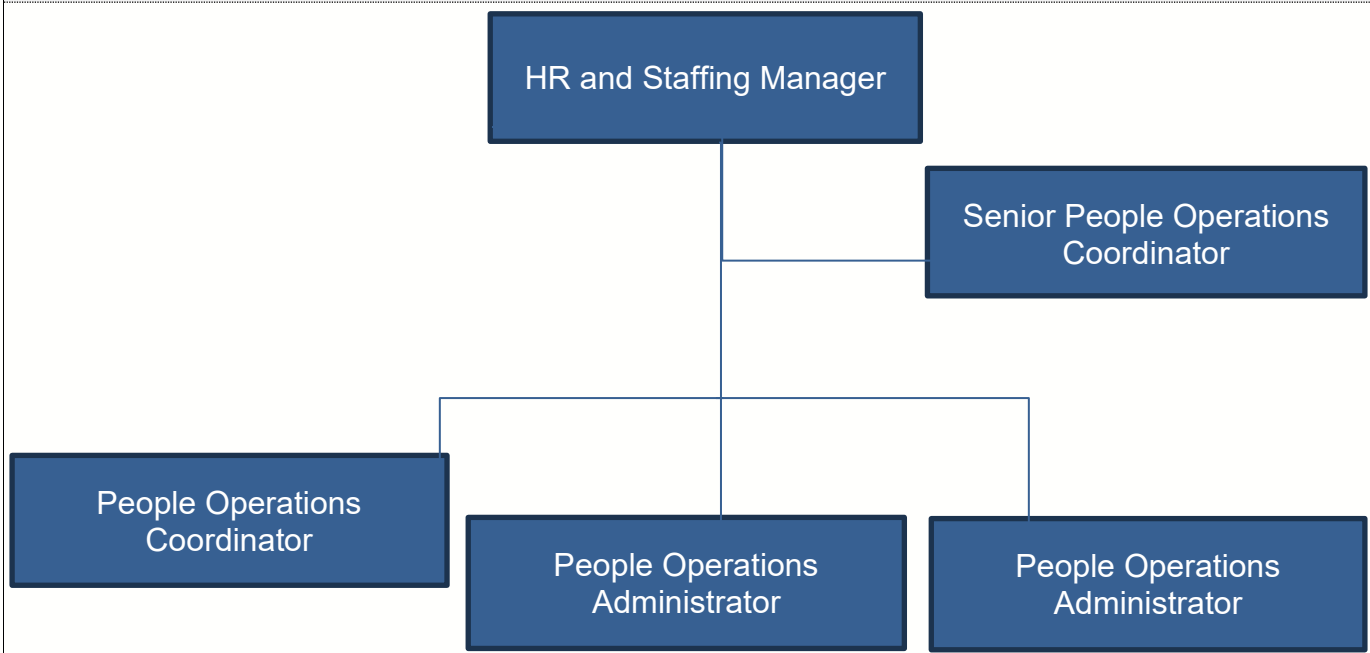


Function:	Sodexo Live!
Position:	People Operations Administrator
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	HR and Staffing Manager
Additional reporting line to:	Head of Operations
Position location:	St James' Park

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

- To coordinate the recruitment and onboarding 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 administration tasks 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
- Coordinate recruitment events on site
- Be familiar with 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

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
- Keeping recruitment ongoing through the season to ensure casual roles on the books are always fulfilled from 1500 at any one time

• **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 onboarding paperwork is issued to successful candidates
- Ensure candidate details are correct to be set up in payroll systems
- Renewal of visas in line with compliance
- 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
- Update 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 – liaise 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.
- Assist with the laundering and preparation of staff uniform
- 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.

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
- Arrange recruitment and training days on a monthly basis

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 experience in large numbers
- Creative and passionate about delivery of good customer service through staffing
- Time management skills and the ability to meet deadlines
- Strong Administration background
- Excellent communication and leadership skills essential, providing the ability giving the ability to recruit, train, manage and motivate the workforce.
- Experience withing the Hospitality and Catering industry

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	04.09.2026
Document Owner	Sophie Ellison		

9. Employee Approval – To be completed by employee

Employee Name		Date	
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