

Job Description

Business Administrator

Function:	Administration
Position:	Business Administration Specialist (J2)
Job holder:	TBC
Date (in job since):	TBC
Immediate manager (N+1 Job title and name):	Site Director
Additional reporting line to:	Finance Manager
Position location:	Hereford County Hospital

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

The Business Administration Specialist will provide comprehensive support to the Business Director and Senior Management Team, ensuring smooth and efficient day-to-day operations. This role will be pivotal in coordinating executive activities, managing office operations, and undertaking some financial administration. Additionally, you will manage the administration of the company's car parking facilities via a third-party provider.

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

- Provide high-level administrative and operational support to the Business Director and Senior Management team, including scheduling meetings, managing correspondence, and preparing reports and presentations.
- Facilitate communication between the Business Director and internal teams or external partners to ensure timely follow-up on action items.
- Assist in organising and coordinating executive meetings, events, and travel arrangements as required.
- Support the Senior Management team in identifying opportunities to integrate and optimise AI technologies to enhance operational efficiency and decision-making within the FM business. This includes researching relevant AI tools, coordinating with IT and assisting in the implementation and monitoring of AI-driven solutions.
- Oversee the day-to-day management of the office environment to maintain a productive, organised, and welcoming workspace.
- Manage office supplies, equipment, and service contracts, liaising with vendors and suppliers to ensure cost-effectiveness and quality.
- Main responsibility for the administration and reporting requirements for both internal and external purposes of the car parking contract with an external supplier' (support transition to ANPR in 2026)
- The role involves a combination of desk-based work and coordination tasks requiring interaction with various teams and external contacts.
- To attend in person to take notes to create, distribute, drive and coordinate action plan activity following management meetings
- Participate in organising and planning the team's day to day administrative duties as required including but not limited to printing, photocopying, arranging meetings, taking minutes/actions, archiving, equipment, and stationery orders.
- 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.
- Travel booking
- Arranging archiving off site as required
- 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 to manager for their new starters on site
- Compliance with all Sodexo policies and procedures
- To answer phones and door access and to work together with other colleagues, covering duties on an ad hoc basis as required
- Assist with site wide communications
- 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.

- Provide high-level administrative and operational support to the Business Director and Senior Management team, including scheduling meetings, managing correspondence, and preparing reports and presentations.
- Act as the primary point of contact for all internal and external communications on behalf of the Business Director. This includes managing incoming and outgoing correspondence, prioritising urgent messages, and ensuring timely responses. The role requires liaising effectively with hospital staff, contractors, suppliers, and senior management to facilitate clear and professional communication.

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.

- Responsible for drafting, proofreading, and distributing reports, emails, and other documents, maintaining confidentiality and ensuring all communications align with the company's standards and regulatory requirements within the health & care environment.
- Assist with basic financial administration tasks such as cash reconciliation, processing invoices, tracking expenses, and liaising with the finance department to ensure accurate records. Maintain financial documentation and support audits or internal reviews as necessary.
- Contribute to the continuous development of AI applications to streamline workflows, improve data analysis, and support proactive facility management strategies, ensuring that technology adoption aligns with the company's goals and the unique demands of the hospital environment.
- Support budgeting processes and monitor office-related financial activities.

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.

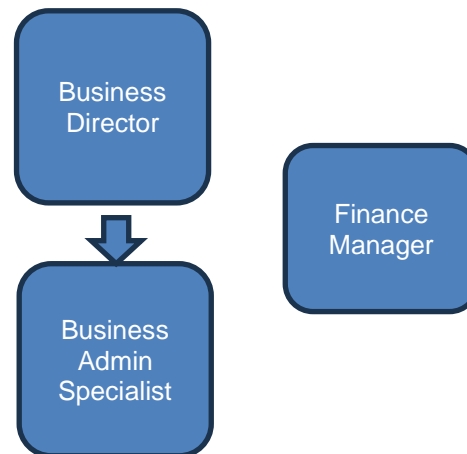
- Sodexo operates the hard & soft services at Hereford County Hospital, employing circa 350 staff

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

- Proven experience in executive support or coordination roles, ideally within a busy office environment.
- Strong organisational and multitasking abilities with excellent attention to detail.
- Basic understanding of financial processes and administrative procedures.
- Excellent communication and interpersonal skills.
- Proficiency with office software (e.g. MS Office, Excel, Visio) and familiarity with financial systems is a plus.
- Ability to handle sensitive and confidential information with discretion.
- Self-motivated with a proactive approach to problem-solving.
- Keen to develop through eLearning and other training as deemed necessary.

- Ability to prioritise and carry out instructions.
- Occasional flexibility in working hours may be required to support the Business Director or company events.

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.



Received:

Date:

Date:

Job holder

Immediate Manager