

Job Description:
Security Administrator

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| Function: | Control Room Operator |
| Position:  | Security Administrator  |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Security Support Manager Sasha Myrtle |
| Position location: | Salford |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * The Administrator will interact with our customers and suppliers ensuring a prompt, professional and efficient service, in terms of initial telephone or e-mail response, accurate recording of requests for service and escalating problems before they become issues.
* To support the security operations of the group by providing expertise and focus to control/support, completion of requests for additional cover, information requirements and business processes while continually improving efficiency.
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| 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. |
| Revenue FY13: | €tbc | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | tbc |
| Cash conversion: | tbc |
| Characteristics  | * Add point
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| 3. Organisation chart – Indicate schematically the position of the job within the organisation. 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. |
| Security Support ManagerSecurity Administrator  |

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| **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. |
| * Adherence to BS 7499 / 7858 regulatory requirements
* Adherence to Approved Contractor Scheme requirements
* Maintaining control of scheduling requirements where profitability is improved
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Planning and implementation of forward scheduling to control centre cover
* Ensure initial scheduling of new employees completed within an acceptable timeframe
* Monitor & supervise the delivery of customer support requests ensuring deadlines are met
* Assist in sending weekly reports to customers and clients
* Assist with weekly and monthly payroll tasks
* Assist with cross charges and monitoring charges
* Managing absence and pay
* Supporting with support cover
* Using timegate system for creating employee profiles and rotas
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| 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. |
| * Employee contracted hour requirements consistently met
* Communicate consistently with sites regarding required cover requests
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Clear & concise written work including report writing
* Good Analytical skills
* Methodical and thorough approach to work maintaining attention to detail
* Able to prioritise workloads & manage time efficiently and effectively
* Data management & input
* Organised & able to take the initiative
* Negotiation skills
* Ability to communicate effectively with all levels of employees and customers
* Competent with different types of operational systems
* Any candidate must understand and thrive on working in a customer focused environment
* High personal standards
* Able to proactively plan training activity / events and mitigate potential barriers to success
* Strong interactive communication skills
* Knowledge of TimeGate would be advantageous but full training will be given
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Leadership
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| * Rigorous management of results
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| * Brand notoriety
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| * Learning & development
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| * Employee engagement
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| * Commercial awareness
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| 9. Management Approval – To be completed by document owner |
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| Version | 1 | Date | 30.07.2025 |
| Document Owner | Sasha Myrtle |

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