## Job Description: Hub Support Administrator

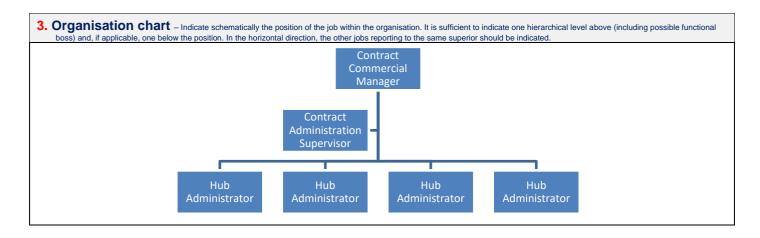


Function:	Government & Agencies
Job:	Hub Support Administrator
Position:	Administrator
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Contract Commercial Manager
Additional reporting line to:	Contract Administration Supervisor
Position location:	Home based with occasional travel to Leeds/Manchester/Coventry as required

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

- To provide an efficient administrative service for the Ministry of Justice Soft FM North contract
- Ensuring all documents and records are administered in line with legislative and company policy and procedure
   Ensuring all systems data input are made accurately and in accordance with legislative and company policy and procedures
- To act as a central hub to provide an efficient and effective administrative support service to the business at all times.
- Assist management teams to provide assurance across all functions ensuring company policy are always adhered to; whilst acting as the gate keeper for all shared documents and data bases.
- To collate information and lead in building presentations for clients, customers and internal stakeholders

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		<ul> <li>Add point</li> </ul>							



**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.

- Main role is to provide administration support to the contract; must be self-motivated and work with the team on a remote basis
- All mandatory and health and safety training will be delivered via Teams, in addition to self-learning online
- The role will be home based with full understanding and acknowledgement that travel will be required to our head offices in Manchester, Leeds and also to Coventry as and when needed

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

- Maintain and develop a positive working culture with all colleagues, client and external agencies through sound professional communication and advice
- Produce end of month reports and analytics for the senior leadership team (SLT) as directed
- To provide general administrative support for the Ministry of Justice Soft FM Contract
- To maintain records of meetings and close out actions
- Accurate data entry and records
- Company compliance. To ensure that the company/contract accountancy, documentation, audits and administration procedures are carried out to the company standard
- Legislative compliance. Ensuring that all aspects of the business are conducted in accordance with all
  relevant statutory requirements and codes of practice
- Ensure payroll processing errors and overpayments are minimised by accurate and timely processing of payroll received from sites
- Support with the use of EprophIT systems for the trading accounts as and when required
- Act as first point of contact and subject matter expert for sites on transactional processes
- Monitor all processing and communication systems, to ensure all sites receive an efficient level of service
- Review SMS documentation on a regular basis ensuring all areas comply with company standard/compliance
- Monitor and report on unachieved planned work orders within the Servicetrac platform
- Gatekeeper for SharePoint Monitor contract SharePoint site and files, ensuring all documentation is kept up to date. Escalate any issues with line manager
- Administrate the Contract management fleet and keep track of routine vehicle activities
- Hold the assurance of the contract vetting process and help managers progress all new starter ensuring all staff are complete with contract specification
- Hold the assurance of a compliance register that all company policies are completed by the management teams and mobile teams for company assets. Anomalies to be flagged to colleagues' line management

- Act as a hub for administration activities, such as but not limited to, mail merge, printing, creating booklets and publishing correspondence
- Assist the senior leadership team (SLT) produce and publish contract documentation and reports
- Responding appropriately to emergencies or urgent issues as they arise and deal within the correct manner
   Share and implement innevation ideas that will benefit the contract
- Share and implement innovation ideas that will benefit the contract
- Proactively complete tasks across all transactional areas, so that workload is evenly distributed within hub team members
- Adapting to new ways of working both within Hub and at site level
- Act as a notetaker for client and supplier meetings
- Support other managers as required
- Maintain efficient and accurate records for and payroll including support documentation
- All publications and presentations are delivered on time
- All notes and records are accurate and stored correctly
- Vehicle milestones are being complied to, including service schedules
- All files in SharePoint follow agreed file structure
- Regular audits with agreed scoring achieved, where score is not achieved action plans implemented to achieve desired results.

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.

- Demonstrate Sodexo's Quality of Life ethos at all times
- Monitor and ensure "demand tracker" activities are completed in a timely manner
- Understand and deliver "STEP" principles in conjunction with "Collabor8"
- Comply with GDPR rules at all times
- Demonstrate open and effective communication with peers

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

- Experience of completing finance administration tasks
- Knowledge of systems such as UDC payroll/Kronos or similar would be advantageous
- EprophIT experience desirable
- Attention to detail with high level of accuracy
- Calm, professional and confident telephone manner
- Able to prioritise workload and work to strict deadlines
- Ability to work on their own initiative as well as a team player
- Positive approach to learning and identifying own training needs as appropriate
- Resilience and ability to deal with unforeseen circumstances
- Excellent communication and IT skills
- Advocate of Employee Engagement
- IT literate with a working knowledge of Microsoft applications (Excel, Outlook, Word, Publisher, Visio)
- Must be able to demonstrate the ability to communicate effectively both verbally and in writing
- Previous experience in a similar role/service

<ul> <li>Growth, Client &amp; Customer Satisfaction / Quality of Services provided</li> </ul>	Leadership & People Managemen
<ul> <li>Rigorous management of results</li> </ul>	Innovation and Change
Brand Notoriety	<ul> <li>Business Consulting</li> </ul>
Commercial Awareness	HR Service Delivery
Employee Engagement	

9. Management App	roval – To be completed by doc	cument owner		
Version	06	Date	08/03/2023	-
Document Owner	Karen Roulston			