

Job Description:
People Operations Co-Ordinator

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| Function: | Staffing |
| Position:  | People Operations Co-ordinator |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | People Operations Manager, Hampden Park, Sodexo |
| Additional reporting line to: |  |
| Position location: | Hampden Park, Hamilton Races, Celtic Park |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * To support the People Operations Manager in all aspects of recruitment, training and filling bookings from venue managers
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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. |
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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. |
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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. |
| * Volume of applications
* Volume of paperwork to collate
* Learning new systems Time Target/ Humanforce/ Tribepad/ UDE
* HR related issues off of candidates
* Busy Summer events schedule
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| **Quality**

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| * Manage job adverts
* Manage Tribepad online application portal
* Manage RTW and paperwork
* Run inductions/training sessions and facilitate legal license training
* Communicate with staff to book into correct shifts when required
* Update booking sheets,
* Book agency staff
* Do PO’s
* Update PO log
* Prepare all event day paperwork
* Manage payroll and pay employee’s
* Manage holiday pay for all casuals
* Onsite check in for events
* Manage onsite check in teams
* Facilitate R&R
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**Customer*** Identify customer needs and provide solutions to match them through feedback from venue managers
* Build working relationships with venue managers
* Develop and maintain excellent knowledge of our venues and managers needs
* To check managers satisfaction post event and resolve any outstanding issues and act accordingly

**Profit** * Reduce labour costs through agency vs Sodexo staff
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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. |
| * Comply with all statutory and company policies and procedures to enhance employee engagement and retention and ensure the Company retains Investors in People accreditation.
* Fully comply with all Company and client policies, site rules, statutory regulations and working practices.
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| Essential:* Worked within large stadium supplying staffing or recruitment support
* Understanding of large scale recruitment drives
* Experience of working within hospitality and retail catering to deliver training
* Personal License
* Able to develop positive working relationships at all levels.
* Good personal presentation
* Able to communicate clearly and concisely both verbally and in writing.
* Able to act on own initiative.
* Good administration skills
* Good organisation skills
* Customer service experience
* IT Skills

Desirable: * To have a good understanding of our business
* Previous experience working in a C&E Environment
* Know the Glasgow market for recruitment
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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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| * Customer Satisfaction
* Brand Notoriety
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| * Learning & Development
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| 9. Management Approval – To be completed by document owner |
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| Version | V1 | Date | 17.05.21 |
| Document Owner | Celia Hill |

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| 10. Employee Approval – To be completed by employee |
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| Employee Name |  | Date |  |

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