# Job Description: Regional Support Assistant

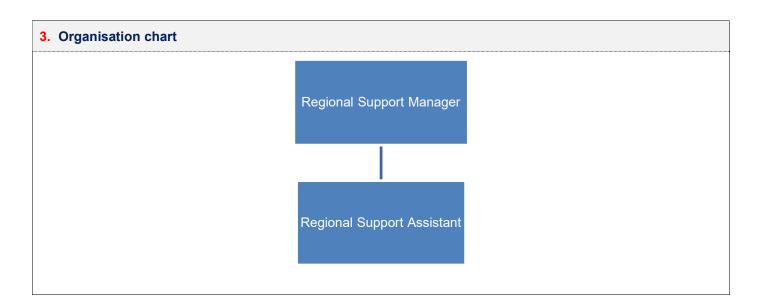


| Function:                                   | Government   |
|---|--|
| Generic job:                                |  |
| Position:                                   | Regional Support Assistant   |
| Job holder:                                 |  |
| Date (in job since):                        |  |
| Immediate manager (N+1 Job title and name): | Regional Support Manager   |
| Additional reporting line to:               |  |
| Position location:                          | Hybrid position travel to sites as agreed in advance with line manager |

# 1. Purpose of the job

- To support the regional support manager to drive compliance in all aspects of the security requirements for all Sodexo colleagues within Hestia South and FMSP
- To deliver on regional support compliance tasks for both Hestia South and FMSP
- To deal with the daily running of the Hestia South Helpdesk
- To complete administration tasks and/or instructions as directed by management

# 2. Dimensions N/A



#### 4. Context

- Comply with all Sodexo company policies/procedures
- Comply with all legislative requirements
- Adhere to any local client site rules and regulations
- Role model safe behaviour
- Unsociable hours in line with business requirements maybe required
- Flexibility on work schedule and location maybe required to meet business needs as agreed with line manager

# 5. Main assignments

- To continue to develop one's own skills and knowledge within the position, including any required training courses
- To maintain excellent client/customer relationships
- To deliver and support huddles and meetings as required
- To attend your performance development review to discuss job standards and agree development activities
- To maintain high levels of personal hygiene and wear the appropriate uniform and PPE as required
- To care for all available resources including equipment, materials and supplies as directed
- To report any near miss occurrences, accidents or faulty equipment to management
- To ensure effective communication with line manager, team, customer and client organisation
- To maintain all areas of responsibility to the set service standards and in line with applicable service offer
- To process all information with discretion and strict confidentiality in order to comply with data protection and other security requirements
- To carry out any other reasonable tasks and/or instructions as directed by management
- To support the compliance of all security requirements of Sodexo colleagues within Hestia South and FMSP
- To cover Helpdesk
- To support the collation and preparation of reports at establishment and regional level

#### Regional administration support

You will support the day to day and monthly administrative tasks for Hestia South and FMSP within the regional support team; and any other any other reasonable tasks and/or instructions as directed by management. Liaise and support establishment administrators to ensure they are trained and delivering consistently across the region.

Ensure compliance for all aspects of security, acting as the security champion for Hestia South and FMSP, as well as completing security requirements for the regional team.

You will liaise with establishment administrators regularly to support with any training/guidance, to ensure all delivering a consistent approach.

### **Hestia South Helpdesk**

You are required to ensure the day to day running of the Hestia South Helpdesk, monitoring and actioning emails and answering calls, liaising with managers at establishments where required. Ensuring requests are dealt with by managers within the set timeline. Completing monthly data for the regional support manager

#### Service excellence

You are to support all aspects of service excellence across your business area including brand integrity, quality, compliance, Sodexo's corporate social responsibility and service standards. You are to provide an efficient administrative support service in order to ensure continuous quality improvement through maintaining standards and integrity, developing a responsive, customer-centred approach to service delivery and maintaining professional relationships with individuals at all levels within the company and client organisations. You should also identify opportunities to enhance your own skills and knowledge to support your personal development.

| 6. Accountabilities                                       |   |   |  |
|---|---|---|--|
| N/A   |   |   |  |
|   |   |   |  |
|   |   |   |  |
| 7. Person specification                                   | 1   |   |  |
| <ul> <li>Good numerical<br/>communication</li> </ul>      | perience of working in a similar role within the service industry at a comparable level and communication skills, must be able to demonstrate effective verbal and writter own initiative within a team environment | n |  |
| <ul><li>Able to demonst</li><li>Able to demonst</li></ul> | rate advanced knowledge of MS Office (Word, Excel, PowerPoint and Outlook) rate attention to detail and adherence to standards  |   |  |
| <ul> <li>Demonstrate dis</li> </ul>                       | ong organisation and time management cretion and ability to deal with confidential issues   |   |  |
| Desirable:  | orking within military environment  |   |  |
| Experience of we  | Straing Wilding Tillineary Citylioninion  |   |  |
| 8. Competencies   |   |   |  |
| N/A – this section  | n is for management job descriptions only   |   |  |
|   |   |   |  |
| 9. Management approv                                      | /al   |   |  |
| Version   | 1 Date  | 1 |  |
| Document owner  |   |   |  |
|   |   |   |  |
| 10 Sign off   |   |   |  |

# 10. Sign off

| Job holder name:      | Line manager name:      |
|-----------------------|-------------------------|
| Job holder signature: | Line manager signature: |
|                       |                         |
| Date:                 | Date:                   |