

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

3. Organisation chart



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

Essential:

- Demonstrate experience of working in a similar role within the service industry at a comparable level
- Good numerical and communication skills, must be able to demonstrate effective verbal and written communication
- Able to work on own initiative within a team environment
- Able to demonstrate advanced knowledge of MS Office (Word, Excel, PowerPoint and Outlook)
- Able to demonstrate attention to detail and adherence to standards
- Demonstrate strong organisation and time management
- Demonstrate discretion and ability to deal with confidential issues

Desirable:

- Experience of working within military environment

8. Competencies

N/A – this section is for management job descriptions only

9. Management approval

Version	1	Date	
Document owner			

10. Sign off

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