

Job Description:
Team Coordinator

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| Function: | Brand and Comms |
| Job:  | Team Coordinator |
| Immediate manager (N+1 Job title and name): | Brand & Communications Director  |
| Additional reporting line to: | NA |
| Position location: | Salford / flexible |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * To provide efficient administrative support to the Brand and Comms Director and Brand Ambassador, with additional (limited support) for senior leaders within the B&C team. This includes diary management, travel arrangements, team meeting arrangements, expenses, and managing team SharePoint space.
* To manage core HR forms in support of leavers/ starters/ supporting interview arrangements, and onboarding/ leavers, including ensuring organograms and team distribution lists, information to Group comms is up to date
* To manage vendor governance, cross charges and POs for core B&C team; trouble shooting finance requests on behalf of the Director and deputizing for the Creative Hub finance lead.
* To manage setting up and production requirements for internal team, segment and regional webinars
* To create and support PowerPoints (working with a comms lead)
* To support gathering content analytics.
* To support posting social media updates across internal and external channels as required and monitoring response.
* To manage team and selected guest attendance at third party events
* To support with organization before and during corporate events, as required.
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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. |
| Not applicable |  |

Draft. Version: 27-03-2014

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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. |
| Melanie DuffettBrand & Communications Director UK&I Team Coordinator  |
| **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. |
| * Busy, complex, matrix business with multiple departments and functions
* Complexities of multiple diaries/ varied working patterns of colleagues for meeting arrangements
* Finance administration and resolution of queries. Liaising with offshore shared service centre - Porto
* Troubleshooting and managing webinars/ Microsoft Teams
* Meeting social media guidelines
* Applying ethics and guidance for hospitality etc
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| TEAM ADMIN- 30%* B&C Director/ Brand Ambassador: Setting up meetings/ managing diary clashes/ booking rooms/ travel/ hotels/ processing expenses within policy guidelines as required
* Snr leaders (5): meeting and travel support for larger team or project meetings; supporting expenses for any longer trips/ events
* Organises team meetings- multiple bookings/ logistics
* Manage and organise team SharePoint areas

HR & FINANCE ADMIN – 30%* Raise purchase orders and process invoices for payment within policy guidelines and timescales
* Manage vendor governance and cross charges
* Trouble shoot finance requests on behalf of the Director and deputise for the Creative Hub finance lead
* Draft and process standard HR forms for recruitment, starters and leavers, including managing on boarding/ leavers sourcing IS&T/ process on behalf of the line manager
* Support arrangements for interviews/ inductions
* Responsible for keeping leaver/ starter/ employee celebration data up to date with Group/ director and distribution lists

COMMUNICATIONS TACTICAL SUPPORT – 40%* Set up and run (slide/ community management/ attendee reports/ send invitations using Poppulo) for B&C team and regional webinars/ segments/ teams calls/ broadcasts/ Yammer broadcasts
* Produce, format, edit and collate presentations using Power Point when required, including creating safety moments/ reports
* Post content to internal and social media channels and monitor performance, producing reports as required using Hootsuite/ LinkedIn/ Yammer, Google, gathering content analytics
* Team social value champion – organising volunteering and fundraising activities/ living our values
* To manage team and selected guest attendance at third party events
* To support with organization/ content for corporate events, as required
* Maintain strict confidentiality on work undertaken for and on behalf of the Brand and Comms Director and other senior leaders
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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. |
| * Support for senior roles across the team to focus on their core work with effective admin across day to day/ diary/ project/ HR & finance admin taken care of proactively, accurately and with regional stakeholder engagement
* Take ownership of creating simple content and posting to social media – amplifying existing campaigns and posting on behalf of comms colleagues/ B&C team
* Set up and run Teams calls/ webinars on behalf of the team, other segments and the region- trouble shooting IS&T issues to help
* Compliance with company policy and procedures/ confidentiality
* Organised, friendly and flexible to own and others’ work loads
* Engaged around fundraising and social value to encourage others in the team to deliver on our social value aspirations.
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Previous experience as a PA, team coordinator, reception, customer service, finance administrator position
* Highly proficient in MS Office; Word, PowerPoint, Excel, outlook, Office 365, Sharepoint and Teams package
* Excellent written and verbal skills
* Experience of raising purchase orders/ financial and HR related admin and processes
* Experience of working with social media channels- creating and posting content
* Self-starter and self-motivated with ability to prioritise and schedule work under conflicting pressures
* Able to manage high volume of demand
* Organised and methodical meeting compliance and confidentiality requirements.
* Flexibility to work out of hours as required.
* A team player with a can-do attitude and a friendly, balanced approach to working with conflicting priorities
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| * Growth, client & customer satisfaction
* Rigorous management of results
* Leadership and People Management
* Innovation and change Brand notoriety
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