

# Job Description

## Administrator



Function:	
Position:	<b>Service Co-Ordinator</b>
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Service Manager
Additional reporting line to:	
Position location:	Harlow

<p><b>1. Purpose of the Job</b> – State concisely the aim of the job.</p> <p>The Service Co-ordinator will provide professional administrative support to the Service Centre staff above and beyond day-to-day contractual obligations that need to be met.</p> <p>The administrative duties will be varied in nature and involve, but not be limited to; entering and extracting data using the e-Equip database (training provided), liaison with engineers and service centre staff, creating and monitoring reports, ordering spares and other service related administrative duties.</p> <p>They will build long term relationships with customers, subcontractors and operational staff to ensure responsiveness and excellent customer service to our NHS customers.</p>
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<p><b>2. Dimensions</b> – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.</p> <table border="1"> <tr> <td rowspan="4">Revenue FY17:      £tbc</td> <td>EBIT growth:</td> <td>tbc</td> <td rowspan="4">Growth type:      n/a</td> <td>Outsourcing rate:</td> <td>n/a</td> <td>Region Workforce</td> <td>tbc</td> </tr> <tr> <td>EBIT margin:</td> <td>tbc</td> <td>Outsourcing growth rate:</td> <td>n/a</td> <td>HR in Region</td> <td>tbc</td> </tr> <tr> <td>Net income growth:</td> <td>tbc</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Cash conversion:</td> <td>tbc</td> <td></td> <td></td> <td></td> <td></td> </tr> </table> <p>Characteristics</p>	Revenue FY17:      £tbc	EBIT growth:	tbc	Growth type:      n/a	Outsourcing rate:	n/a	Region Workforce	tbc	EBIT margin:	tbc	Outsourcing growth rate:	n/a	HR in Region	tbc	Net income growth:	tbc					Cash conversion:	tbc				
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<p><b>3. Organisation chart</b> – 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.</p> <p>Reporting to Service Manager but the post has the potential to develop in to a team leadership role.</p>
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<p><b>4. Context and main issues</b> – 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.</p> <ul style="list-style-type: none"> <li>• Have administrative skills and experience</li> <li>• Have a keen eye for detail and excellent accuracy skills</li> <li>• Collect all data and information required by the technical management team</li> <li>• Present data and information in standard formats for technical managers</li> <li>• Assist managers in collation of Key Performance Information</li> </ul>
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**5. Main assignments** – Indicate the main activities / duties to be conducted in the job.

- Provide customer service to efficiently and politely deal with all enquiries and requests for attention from customers
- Liaise with engineers to ensure Job sheets are complete and accurate
- Collation of all information required for contractual reports in a timely manner to allow review and editing by service manager and engineers before submission
- Order, receipt and label spare parts and other goods on delivery and create a delivery note as parts, goods and other services are received.
- Check service reports from subcontractors and log / store the data as necessary
- Complete orders log, and identify new vendors for onboarding and ordering systems
- Use of IT systems to include e-Quip, SharePoint and SAP systems to provide, monitor and report data
- To assist with updating assets on e-Quip to ensure accuracy of information
- Distribution of all monthly and ad-hoc training, collecting, updating tracker and reporting of information.
- Operate as part of the helpdesk team
- Comply with safe systems of work at all times
- Provide other administrative support where required.

**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.

- Communication & Relationships Skills
- Knowledge, Training & Experience
- Analytical & Judgemental Skills
- Be able to prioritise workload
- Planning & Organisational Skills

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

- Previous experience in an administrative role, experience in a busy customer service environment
- Experience of being proactive and reactive
- Attention to detail and accuracy
- Good IT skills with the ability to use MS Office (Word, Excel, and Outlook)
- Excellent written and verbal communication skills and experience of composing and responding to emails
- Ability to prioritise own workload and work to strict deadlines
- A flexible “can do” attitude is required for this role.
- Self-starter and self-motivated with ability to prioritise and schedule work under conflicting pressures

**Desirable:**

- Previous experience of Customer Service where engineers provide services
- Previous experience using SharePoint and asset management systems

**8. Competencies** – Indicate which of the MTS Sodexo core competencies and any professional competencies that the role requires

<ul style="list-style-type: none"> <li>• Growth, Client &amp; Customer Satisfaction / Quality of Services provided</li> </ul>	Yes
<ul style="list-style-type: none"> <li>• Innovation and Change</li> </ul>	Yes

<ul style="list-style-type: none"><li>• Employee Engagement</li></ul>	
<ul style="list-style-type: none"><li>• Learning &amp; Development</li></ul>	

Employee Name		Date	
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