

Job Description: Front of House/Administrator

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| Function: | | | | Health and Care | | | | | | | | |
| Position: | | | | Front of House/Administrator – Sodexo House | | | | | | | | |
| Job holder: | | | |  | | | | | | | | |
| Date (in job since): | | | |  | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | Kirstie Prince | | | | | | | | |
| Additional reporting line to: | | | | Christine Webb | | | | | | | | |
| Position location: | | | | Sodexo House, Royal Stoke University Hospital | | | | | | | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| To provide an efficient and confidential administration service to the Sodexo building and operational team. | | | | | | | | | | | | |
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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. | | | | | | | | | | | | |
| Budget FY2017: | £ | |  | |  | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | n/a | |
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|  | |  | Outsourcing growth rate: | n/a | HR in Region | n/a | |
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| Characteristics | |  | | | | | | | | | | |

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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. |
| **Retail Supervisors**  **Retail Supervisors**  Business Support Assistant  Front of House/Administrator |

**Retail Supervisors**

**Retail Supervisors**

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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. |
| * Face-to-face contact with internal (Sodexo) and external (Sodexo/Client) visitors. * General administration and payroll support for operational heathcare site. * Adhere to all relevant Sodexo guidelines and policies. * Adhere to all Trust guidelines and policies where appropriate/applicable. |

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| 5. Main assignments – Indicate the main activities/duties to be conducted in the job. |
| * Supporting the administration of the payroll system including collating weekly and monthly payroll related reports. * Ensuring internal orders are completed/fulfilled within agreed timelines keeping within departmental budgets. * Managing invoices and purchase order process, sending to finance for timely payments to be made. * Orders: Stationery, uniform, PPE, first aid supplies, copier supplies, name badges. * Incoming/outgoing post. * Phone issues: reporting to the Trust – logging jobs, ordering phones/extensions, name changes etc. * Recognitions: On the Spots, birthday cards, certificates etc. * First aid checks for Sodexo House * Diary management for Sodexo House room bookings * Manage travel requests. * Meetings: Arranging, preparation of (hospitality, room set-up etc), minutes (taking of and distribution of in line with ToRs), preparing agendas, including meetings and events off site. * Visitors to Sodexo House – intercom, meet and greet. * Car park permits support for staff * Electric Checks, Infection prevention protocols and fire warden for Sodexo House * Administration support for recruitment of staff and onboarding of new starters * Any other administration duties deemed appropriate. |
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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. |
| * To ensure the building and operational teams are given a quality administration service. * Ensuring that all visitors and staff have a positive experience. * Ensuring administration duties are processed in line with agreed timelines. * Minutes and other documentation where deadlines are agreed are produced and distributed on time. |

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Able to work on own initiative and sometimes with limited/no supervision. * Ability to prioritise. * Good interpersonal, verbal and written communication skills. * Customer focused. * Must be approachable. * Professionalism at all times. * Remain confidential at all times. |

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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| * Able to multi-task. * Good/efficient planning and organisational skills. * Good IT skills. * Good maths and English skills. |

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| 9. Management Approval – To be completed by document owner |
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| 10. Employee Approval – To be completed by employee |
| |  |  |  |  | | --- | --- | --- | --- | | Employee Name |  | Date |  | |