

# Job Description: People Operations Coordinator

Function:	Sodexo Live! Catering and Hospitality
Position:	People Operation Coordinator
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	
Additional reporting line to:	
Position location:	Newcastle United Football Club

<p><b>1. Purpose of the Job</b> – State concisely the aim of the job.</p> <ul style="list-style-type: none"> <li>▪ To Recruit, develop, and retain the quality and quantity of the casual workforce needed for Match Days and events.</li> <li>▪ To support with the booking and implementation of training.</li> <li>▪ To ensure the smooth operation of match day and event staffing with pre – planning and on the day co ordination</li> <li>▪ Completion of Match Day Payroll</li> <li>▪ Completion of other HR related duties when required.</li> <li>• To work alongside the Retail coordinator and Administrator to ensure a smooth operation of match and event days and day to day staffing operations.</li> <li>• To work with other departments to support with staffing and recruitment.</li> <li>• To lease with the casual staff for communication, engagement and welfare needs</li> <li>• To work with labour management systems</li> <li>• To conduct Right to Work Checks and other compliance processes.</li> </ul>
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## 2. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Making sure casual staff have conducted Pre assessments.
- Ensure Right to work checks are completed at interview stage and ongoing for renewals.
- Arranging and conducting interviews
- Ensuring all casual employees receive onboarding documents, welcome emails, and induction.
- Ensure staff have received training prior to starting work.
- Ensuring all casual workers have a profile on the labour management systems kept up to date.
- Ensuring the staffing levels match the requirements of the business for all matchday , weekly shifts and events.
- Ensuring data cleansing is completed monthly.
- Monitoring and managing absenteeism of all casual workers
- Monitoring performance of the casual workforce
- Maintain and create personnel records for all casual staff and keeping these in line with company policies.
- Set up and management of match day check in and the operation.
- Ensuring the use of labour management system is accurate and compliant.
- Completion of match day payroll and weekly payroll when required.
- Assisting with HR related tasks when required.
- To assist with other areas of staffing for the daily operation and retail catering if required
- To make sure staff have the correct uniform and standards are met.
- Manage uniform stock levels, laundry and ordering of new items.
- Ensuring the engagement of the casual workforce is at a high-level including updates, communications, and update staff socials.
- To reply to staffing queries in a timely manner
- Answer and make calls.
- Action feedback as and when required.
- Follow and deliver the Sodexo values.
- To complete all tasks in line with the guidelines set out in the Safe Systems of Work and Risk Assessments
- Ensure accidents and illnesses are reported promptly and in the correct manner.
- To ensure rewards and recognition schemes are adhered too.
- Attend meetings and briefs as and when required.
- Actively engaging in recruitment strategies of the casual workforce and updating these when required
- To use direct recruits in staffing and no use of agency where possible.
- To respond to staff queries and emails within KPI timeframes.
- To meet KPIs of turnaround times in the recruitment process.
- Ensure administration tasks are kept up to date.
- To communicate effectively with all levels of staff and departments
- To work all match days and events and be flexible in line with business demands.
- To be flexible and adapt to changes.
- To work to changing deadlines and under pressure at times
- Manage time according to business requirements.
- To assist with all other tasks on site with reasonable request.

## 3. Context and main issues – Describe the most difficult types of problems the jobholder must face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Dealing with a high casual staff turnover
- Making sure all aspects of the job are following current legal legislation and compliance.
- Making sure all right to work data is captured

**4. 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.

- Staffing numbers will be kept at the maximum in lines with operational requests both match/event day and day to day using direct recruits only.
- Right to work checks completed in line with company policy
- All casual workers to have completed the full interview process including FLOW pre-engagement.
- All new staff will be inducted and trained before they begin their casual engagement.
- All staff will have personnel records that have all up to date paperwork and profile on Time Target
- All match day payroll is completed in a timely manner after an event or match.
- All casual worker engagement remains at a high level.
- The retention of staff increases.
- To help make sure the overall operation of the site is of the highest standard

**5. 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.

- Casual workforce up to 1800 on the books
- Contracted on site team.

**6. Job profile** – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position.

**Essential**

- Strong Administration background
- Catering industry background
- Strong computer skills
- Strong Analysis and Decision-Making Skills
- Good communication and interpersonal skills
- Organisational and planning skills.
- Recruitment knowledge
- Creative and passionate about delivery of good customer service through staffing

**Desirable**

- Payroll experience
- Experience within HR

**7. Organization chart** – Indicate schematically the position of the job within the organization. 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.



**Levels**

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Received:

Date:

Date:

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Job holder

Immediate Manager