

JOB DESCRIPTION

Position Title	Hotel Services Coordinator	Department	Hotel Services
Generic Job Title	A - Administrator	Segment	Healthcare
Team Band	A	Location	Site based
Reports to	Hotel Services Manager	Domestic	Wythenshawe Hospital

ORGANISATION STRUCTURE



Job Purpose

- Responsible for the accurate and efficient maintenance of the time and attendance system (Kronos) within Hotel Services, ensuring all absence is updated and communicated accordingly.
- Update work load planners and the scheduling of contractual and additional work is accurately recorded daily.
- Review exceptions on a daily basis, escalating lateness, unauthorised absence and other trends for further action.
- Responsible for the accurate and efficient reporting of Payroll variation information to payroll team, supporting management in the payroll process on a Monday morning.
- Ensure all areas are covered through the allocation of staff, taking into consideration absence within agreed budget hours.
- Ensuring any additional labour cost is accurately maintained and is within budgetary requirements.
- Responsible for the monthly issue, collation and input of detail onto the Curriculum Great training onto the specified tracker.

Accountabilities

- On a daily basis review absence requests against existing allocation, accept or decline as appropriate, update Kronos and absence books, ensuring changes are timely.

- Update exceptions, analyse data to identify trends, areas of improvement and cost savings. report findings to the Domestic Services Manager for necessary action.
- Maintain and manage the Kronos system, enrolment of new starters, leavers, exceptions, ensuring any changes are mirrored in the payroll system (UDC).
- Maintain the Kronos work load planner daily.
- Accurately collate and record all changes effecting payroll, ensuring changes are made within required deadlines and any overpayments are communicated and followed up.
- Complete the daily logs for absence, ensuring the correct absence reporting procedure has been followed and systems are updated accordingly.
- Be the first point of contact for employee pay queries, assisting department managers with their investigation and resolution of payroll queries.
- Ensure that Kronos is maintained accounting for changes i.e starters, leavers changes to rotas etc, Producing detail as required on long term sickness, sickness, unpaid absence, and holidays.
- Complete return to works in liaison with the team as appropriate, calculating lost time rates, conduct investigations as necessary i.e. unauthorised absence, inappropriate timekeeping, progressing through the People Centre where further action is required.
- Review and maintain holiday tracker, provide a report periodically on remaining entitlement, identifying areas of concern and escalate to appropriate line manager.
- Analyse absence information, reporting on non-compliance, patterns, trends and escalate where appropriate.
- Ensure systems are maintained or adjusted to accurately reflect anyone who has bought and sold holidays or has untaken holidays due to long term absence.
- Analyse absence reports and Kronos system to identify individuals on long term sickness to calculate reduction in sick pay entitlement, ensuring manager and payroll are notified for reduction or removal of enhancements.
- Obtain and sign off of weekly pay reports, input analysis etc.
- Ensure all areas are covered through the allocation of staff, within agreed budget hours, taking into consideration absence. Identifying and escalating potential issues with staffing levels.
- Create and update process documents for guidance and reference against key activities.
- Adopting a flexible and team working approach and to perform your duties and being prepared to be involved with projects or other adhoc work as and when it arises.
- Provide management operational support to the department where necessary.

Key Performance Indicators (KPIs)

- Accurate and compliant maintenance of Kronos system.
- Sickness and holiday information up to date and communicated effectively.
- Holiday tracker updated and appropriately managed.
- Daily maintenance and analysis of exceptions.
- Changes are processed accurately and efficiently in both Kronos and payroll system.
- Curriculum Great training records to be issued, collated and recorded promptly on the tracker, completion by end of month in readiness for L&D.

Dimensions

Financial	■ N/A
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Skills, Knowledge and Experience

Essential

- Worked within a busy operational environment

- Pro-active approach to compliance and a can do attitude.
- Excellent interpersonal and communication skills with the ability to relate to all levels within Sodexo.
- Positive approach to learning in role and identifying own training needs as appropriate.
- Excellent time management and organisational skills to deliver effective service in a demanding environment with the ability to work to tight deadlines.

Desirable

- Knowledge of Hotel Services
- Knowledge of time and attendance systems, Kronos time management system, UDC Payroll input.
- Kronos Superuser status
- Work with and around Excel and word documents.

Contextual or other information

- This job description is not an exhaustive list of responsibilities to be undertaken by the post holder and you may be required to carry out other duties, which are felt to be reasonable and commensurate with the post.
- The post holder is an ambassador for Sodexo Healthcare, and his/her actions and conduct will be judged as an indication of the quality of the service provided by the Company as a whole.
- During the course of your duties you may have access to confidential information, which must not be divulged to an unauthorised person at any time.
- Flexibility approach to hours, especially around busy periods is required where pre planned evening or weekend working may be required and flexibility to travel for training and support of other sites may be required

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