

Job Description:   
IFM Data Entry Clerk

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Function In: | | | | Integrated Facilities Admin, Shell Account at Sodexo Energy & Resources | | | | | | | | |
| Position: | | | | IFM Data Entry Clerk | | | | | | | | |
| Job holder: | | | |  | | | | | | | | |
| Date (in job since): | | | |  | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | IFM Administration Manager Janet Stenning | | | | | | | | |
| Additional reporting line to: | | | | Site Manager, Tracey Condon | | | | | | | | |
| Position location: | | | | Shell Centre, London | | | | | | | | |
|  | | | |  | | | | | | | | |
|  | | | | | | | | | | | |
| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| * To provide an efficient, effective, and professional Data Entry support service to the IFM Administration team and the Sodexo services team on the Shell Account. This is a key role supporting the IFM Administration team and Sodexo management team, interfacing directly with service managers and clients in addition to exposure to confidential information which will require considerable use of judgement, discretion, tact, and diplomacy. * Understand how to use Sodexo tools and share points and act as a Data Entry Clerk on behalf of the Sodexo   IFM Administration team.   * Become familiar with the client’s way of working, liaise with key contacts within the business * Management of the Sodexo EProphIT system trading on all the site accounts. * Management of Kronos/ UDC payroll, time sheets and payroll input. * To assist with communications and document management * Duties will require the applicant to manage multiple and conflicting priorities. * Manage nominated suppliers for all service streams. | | | | | | | | | | | | |
|  | | | | | | | | | | | |
| 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. | | | | | | | | | | | | | |
| Revenue FY18: |  | | EBIT growth: | | tbc | Growth type: | n/a | Outsourcing rate: | n/a | London IFM team |  | | |
| EBIT margin: | | tbc |
| Net income growth: | | tbc | Outsourcing growth rate: | n/a | HR in Region | Yes | | |
| Cash conversion: | | tbc |
| Characteristics | | * Shell contract only – Sodexo FM team in London Shell Campus | | | | | | | | | | | |

|  |
| --- |
| 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. |
| d  IFM Administration Manager  IFM Administration  Assistant  IFM Data Entry  Clerk  IFM Administration Assistant |

|  |
| --- |
| 4. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| **A day in the life……**   * Liaising with both internal and external supplier resources. * Providing support to Hard and Soft services management teams. * Producing and updating Excel spread sheets * Managing document management systems i.e. Share -points * Input of delivery notes/ invoices, the matching of EDI invoices on EprophIT * Input of daily Sales on EprophIT, production of daily/ Monthly Uniware reports * Weekly Payroll input for Hard and Soft Service teams on UDC, management of timesheets. * Weekly payroll forms for banded team to be sent to People Centre * Production of Weekly/Monthly stock sheets, input of stock takes onto EprophIT. * Updating of site CPD spread sheets on Admin team share-point, the distribution of these to the Site Manager Site Director and the finance team as requested. * Other general tasks as required |

|  |
| --- |
| 5. Accountabilities – Give the key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * Data Entry tasks are completed within agreed timescales and in an accurate manner. * Documents produced are to a high standard and contain all required information. * Reporting documents are submitted on time. * Prioritises workload effectively. Plans in activities to meet the needs of others. Is thorough and shows attention to detail. Proactively plans use of time to minimise reactivity. * Positive feedback from the Hard and Soft services teams and other key stakeholders. * Accomplishes set goals. Demonstrates a constructive approach when faced with obstacles. Committed to delivering the tasks required. Resourceful and self-driven * Analysis and Decision Making – Makes appropriate decisions. Speaks confidently and coherently. Can analyse problems and propose suitable solutions. * Leadership – Takes responsibility when needed. Acts with initiative. Demonstrates energy and enthusiasm. Seeks opportunities to develop self. * Working with others – Works effectively as part of a team. Shares ideas and information with the team. Responds helpfully and courteously to requests for information or help in a timely manner. Communicates effectively and is a good listener. Keeps an open mind when listening to the views or ideas of others. Makes confident decisions in all situations |

|  |
| --- |
| 6. Person Specification – Indicate the skills, knowledge, and experience that the job holder should require to conduct the role effectively |
| **Desired:**   * Previous administration experience * Knowledge of Microsoft office applications, * Knowledge of EprophIT, UDC payroll, Kronos payroll * Excellent numerical and verbal skills. * Excellent communication, organisational and administration skills, including editing skills and a keen attention to detail. * An understanding of the requirements and implications of working for a facilities management team. * Have worked in an environment where confidentiality is important. * Articulate and thorough, showing attention to detail. * Ability to be resilient and adaptable. * Good standard of general education. * Ability to work both independently and as part of a team. * Pro-active, demonstrating initiative and anticipates needs. * Proven experience within a similar role, working with an extremely busy team and with very high standards. * Constantly raises the standard and quality of work, benchmarking against best practice. * Demonstrates discretion and ability to deal with confidential issues.   **Other relevant information**   * To attend meetings and training courses as requested. * This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. The post holder will always be required to perform any other reasonable task, as requested by the Line Manager to meet the operational needs of the business. |

|  |
| --- |
| 7. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| |  |  | | --- | --- | | * Client Growth and Customer Satisfaction | * Innovation and Change | | * Rigorous Management of Results | * Brand Notoriety | | * Leadership and People Management | * Planning and Organising | | * Analysis and Decision Making |  | | * Industry Acumen |  | |