

Job Description: Benefits Co-ordinator



Function:	Transversal Functions (Human Resources)
Job:	
Position:	Benefits Co-ordinator
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Katie Wilson, Benefits & Recognition Manager
Additional reporting line to:	
Position location:	No fixed place of work

1. Purpose of the Job – State concisely the aim of the job.

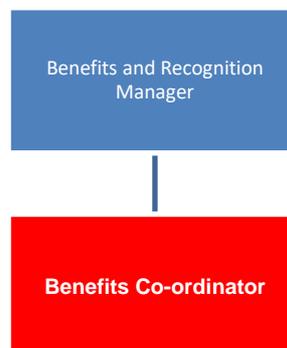
- The Benefits Co-ordinator will support the delivery, administration, and ongoing improvement of the company's employee benefits and recognition programs. The role involves managing provider relationships, collaborating with internal teams, and contributing to strategic projects that enhance the employee experience and align with business goals.
- Ensuring the accurate and compliant administration of employee benefits and recognition programs, leveraging SAP systems for data management, payroll integration, and process optimisation. The role includes maintaining financial accuracy through purchase order processing, monthly reconciliation, and vendor payments, while supporting governance, enhancing employee engagement, and contributing to the delivery of strategic benefits initiatives.

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 FY13:	€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						

Characteristics ▪ Add point

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.



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.

- Navigating and adhering to a range of complex statutory regulations in the UK and ROI related to tax and salary sacrifice schemes (e.g., electric vehicles and Cycle to Work), and other employee benefits.
- Ensuring accuracy and consistency of benefits data across HR systems (e.g., SAP HCM), payroll, and third-party provider systems.
- Managing and aligning the expectations of employees, managers, HR colleagues, and third-party providers to deliver seamless benefits services.
- Addressing varied and often complex employee questions or concerns about benefits programs, such as tax implications of salary sacrifice or eligibility for specific offerings.
- Supporting with the integration of new benefits (e.g., electric vehicle schemes or recognition platform refreshes) within existing systems and processes.
- Aligning benefits administration with Sodexo's global policies and local practices while ensuring cost-effectiveness and operational feasibility.
- Building, developing, and maintaining a broad range of relationships across the depth and breadth of the organisation.
- Managing multiple conflicting priorities at the same time, ensuring continuous feedback is sought to understand business priorities and shift your own priorities accordingly.
- Understanding and meeting tight and strict deadlines in relation to benefit services and issues.
- Navigating stakeholders to build a strong understanding of current and future business requirements.
- Project management of complex initiatives.

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Assisting employees with enrolment in benefits programs, such as health insurance, electric vehicle scheme and cycle to work scheme, answering questions or concerns from employees about their benefits and informing employees of any changes.
- Manage updates to employee benefits in the SAP HCM system, ensuring data accuracy and timely processing.
- Conducting presentations, meetings, and webinars to explain benefits to employees.
- Assist in marketing and communicating the organisation's benefits programs, including employee understanding of programs and voluntary options, policies, enrolment, and other requirements.
- Prepare reports for numerous benefit programs.
- Gather, track, and analyse data for various benefit programs to measure the success of program initiatives and ROI.
- Liaising with providers on behalf of employees and the company.
- Keeping employee benefits records up to date, assisting with payroll to maintain accurate data records, ensuring that the company complies with laws and regulations relating to salary sacrifice and tax.
- Uploading employee information into various vendor databases and update as necessary.
- Process purchase orders and manage invoice reconciliation for benefits-related services.
- Work closely with payroll, finance, and HR teams to ensure seamless integration and accurate processing of benefits contributions.
- Support the refresh and ongoing management of the employee recognition platform, ensuring it remains relevant and accessible.
- Conduct webinars and training sessions to promote recognition programs and gather feedback from employees and business segments.
- Support the Benefits Manager in the design and implementation of HR projects.

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.

- Ensure the seamless and accurate administration of employee benefits and rewards programs, resulting in a positive employee experience and high engagement levels.
- Deliver accurate, timely, and compliant reporting and administration of all benefits programs, aligning with statutory requirements and organisational policies to mitigate risks.
- Maintain and reconcile benefits-related data across HR systems, ensuring accuracy and providing actionable insights that inform decision-making and program enhancements.
- Enhance the effectiveness of recognition and rewards initiatives by managing platforms, promoting accessibility, and ensuring relevance, driving employee satisfaction and retention.
- Foster strong relationships with third-party providers and internal teams to ensure cohesive service delivery, contributing to operational excellence and cost-effective program management.

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

Skills

- Ability to manage multiple tasks, prioritise workloads, and meet deadlines effectively.
- Proficiency in reconciling data, identifying discrepancies, and providing actionable insights.
- Strong written and verbal communication to liaise effectively with employees, internal stakeholders, and third-party providers.
- Capability to resolve complex issues related to benefits administration and employee queries efficiently.
- Expertise in HRIS platforms, particularly SAP HCM, including data entry, reporting, and system testing.
- Competence in Microsoft Excel for data analysis and reconciliation.

Knowledge

- Comprehensive understanding of UK and ROI benefits, including tax implications, compliance requirements, and statutory guidelines for programs such as salary sacrifice schemes and recognition platforms.
- Knowledge of purchase order creation, invoice management, and monthly reconciliation practices.
- Awareness of strategies to enhance employee participation and satisfaction through effective benefits and rewards programs.

Experience

- Previous experience managing employee benefits programs and liaising with third-party providers.
- Hands-on experience in system maintenance, testing, and data reconciliation.
- Proven track record of managing purchase orders, processing payments, and conducting reconciliations.
- Experience working collaboratively with payroll, finance, and HR teams to deliver seamless benefits services.
- Experience contributing to the rollout or refresh of employee benefits programs, including data preparation, training, and communication.

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

▪ Growth, Client & Customer Satisfaction	▪ Leadership & People Management
▪ Rigorous management of results	▪ Innovation and Change
▪ Brand Notoriety	▪ Business Consulting
▪ Commercial Awareness	▪ HR Service Delivery
▪ Employee Engagement	
▪ Learning & Development	

9. Management Approval – To be completed by document owner

Version	1.0	Date	November 2024
Document Owner	Katie Wilson		

11. Employee Approval

Signed:.....

Dated:.....