



Job Description: Sodexo Live!

Function:	
Position:	People Operations Coordinator
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	
Additional reporting line to:	
Position location:	Emirates Old Trafford

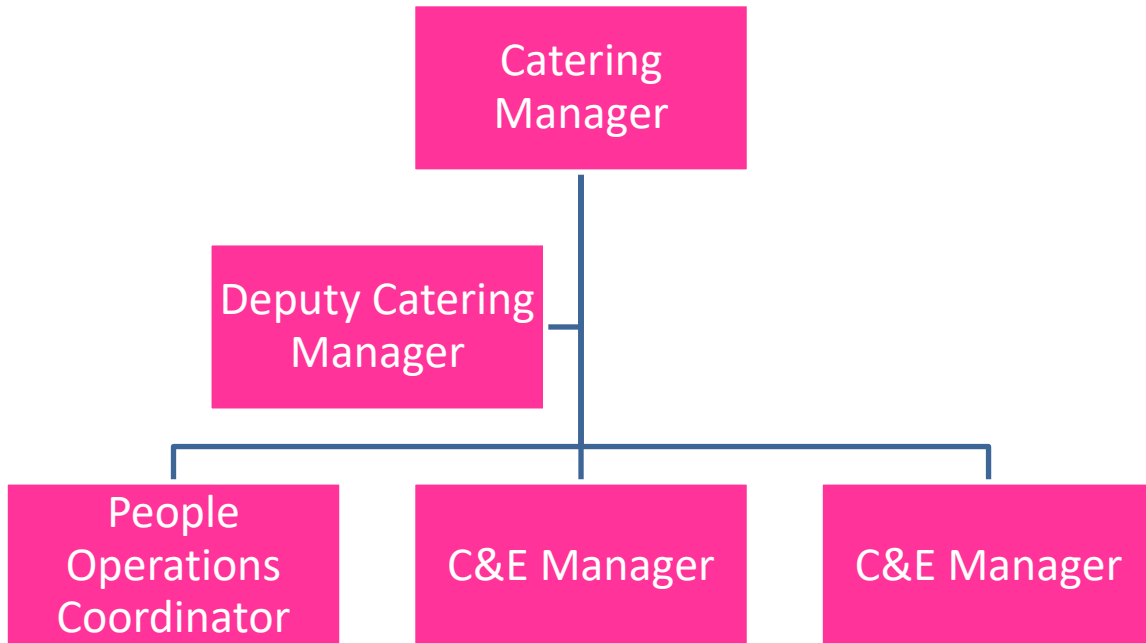
1. Purpose of the Job

- Manage the staffing function at Emirates Old Trafford to ensure all labour is accurately planned and forecasted in line with labour productivity initiatives and budgets, to meet company and client objectives.
- Work closely with the operations team to ensure all requests are met.
- Link with relevant agencies to get the best staff.
- Ensure a plan is in place and delivered in terms of the provision of effective labour.
- Support the promotion of the Sodexo Live.

2. Dimensions

- Manage the end-to-end life of staffing operation from rota proposal, conformation, booking and confirming in a professional and timely manner whilst maintaining flexibility.
- Build lasting relationships with staff members through creating an exemplary experience, therefore encouraging repeat booking and positive working environment.
- Manage data quality by ensuring 100% compliance on all systems

3. Organization chart



4. Context and main issues

- Understand and manage complex employment legislation regarding a large casual workforce.
- Manage the delivery of the staffing function for match day and non-match day, in line with labour productivity, initiatives and budget.
- Build and develop effective working relationships with line managers, colleges and agency partners.
- Operational role with a requirement for weekend work and an element of anti-social hours.

- **5. Main assignments**

General

- Ensure Time target or similar labour management system is always used for forecasting and up to date.
- Lead by example to drive a proactive and efficient staffing operation.
- Ensure that all legal obligations and compliance is adhered to through all activities.
- Support the development and implementation of the Sodexo Live engagement strategy for the casual workforce at Emirates Old Trafford

Finance

- Manage the production of wage forecasts for all match day and non-match day business.
- Work with the Catering Manager on casual labour requirements, meeting client expectations, report labour costs in line with forecasts and budget for all labour lines, with your main focuses being on Hospitality.
- Manage the payroll administration function and ensure that all wages are submitted in a timely manner, fully authorised and including employee numbers.
- Ensure that wage queries are dealt with efficiently and effectively.
- Ensure that staffing is both cost effective and suitable to meet the needs of the specific event or function.
- Outsource to nominated agencies where applicable and ensure all costs are captured.

Resourcing, Planning & Allocation

- Support the recruitment of direct staff through the Sodexo Live brand.
- Work with Catering Manager in the development of the ongoing agency strategy for forthcoming events.
- Build strong working partnerships with the core agencies to ensure they are delivering against strict KPI's.
- Support the development of our casual workers using Manager Feedback and work L&D team to build development to ensure succession planning and retention of casual workforce.

People Management

- Support the staffing team on their specific accounts, liaising with the Department Managers on all aspects of staffing.
- Support the team in meeting all KPIs.
- Ensure sufficient yet efficient numbers are booked, and shift timings are suitable for operational needs.

Health & Safety

- Ensure that all accidents or near misses are reported and recorded properly.
- Ensure all relevant H&S policies are in place regarding casual workers.

6. Accountabilities

- Drive and review the opportunities for TimeTarget system improvements in line with business needs.
- Payroll timelines are met, and instances of non-payment are reduced throughout the year.
- Achieve compliance with all staffing related Emirate Old Trafford KPIs.
- The proportion of directly recruited staff to agency staff is increased and managed appropriately.
- All HR Policies and Procedures are adhered to.
- Relationships are developed with key stakeholders to allow development both operationally and functionally to enable personal growth.
- Agencies are used appropriately and quality and is continuity monitored and managed.

7. Person Specification

Essential

- Previous event and staffing experience.
- Management of budgets and forecasting.
- Recruitment knowledge and experience in terms of process and interview and selection for casual positions.
- Strong interpersonal skills.
- Well organised, responsive and able to work under pressure.
- Knowledge of Human Force rota builder.

Desirable

- Knowledge of HR policy and practice.
- Presentation skills to present information appropriately at all levels.
- Managing a team.
- Operations experience.
- Experience of working with time and attendance systems.
- Proficient user of Microsoft Office Programmes.

8. Management Approval – To be completed by document owner

Version	1	Date	05.11.24
Document Owner			

9. Employee Approval – To be completed by employee

Employee Name		Date	