

Job Description:
Scheduling Assistant

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| Function: | Group Security |
| Job: | Scheduling Assistant (Administration) |
| Position:  | Scheduling Assistant  |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Group Security Manager |
| Additional reporting line to: | Area Managers |
| Position location: | Thorpe Park, Leeds |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * To provide comprehensive scheduling and coordination of Waking Night Cover service line within Approved Premises (Probation Hostels)
* To support the Group Security Manager in the overall delivery of the control & relief security strategy
* To liaise with internal/external stake-holders (including third-party service providers) in a professional and courteous manner
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| 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 FY: |  | EBIT growth: |  | Growth type: | n/a | Outsourcing rate: |  | Region Workforce |  |
| EBIT margin: |  |
| Net income growth: |  | Outsourcing growth rate: |  | HR in Region  |  |
| Cash conversion: |  |
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| 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. |
| Group Security ManagerScheduling Assistant |

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| **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. |
| * Service is delivered to ‘high risk’ approved premises, therefore effective staffing of these establishments is a critical and fundamental requirement of this role
* Role covers 50+ sites over a large geographical area, whilst being based within a central office
* Service operates at night, typically 20:00 – 8:00 (with the potential for additional service delivery during day-time hours)
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Schedule Waking Night (WN) service rotas, ensuring last minutes gaps/absences, as well as planned absences – such as annual leave – are covered by the deployment of appropriately trained personnel, in an effective and timely manner
* To coordinate and approve/decline annual leave requests based on cover requirements; to proactively encourage the reasonable use of annual leave throughout the ‘holiday year’ amongst WN colleagues
* To complete and submit UDC payroll forms/processes associated with scheduling the WN service, such as absences, overtime, annual leave etc
* To ensure all time/workforce management systems are kept appropriately up to date, in a pro-active manner, ensuring that new starters are given access to the system, and leavers are removed
* To monitor agency usage and ‘high demand cover’ areas, reporting back to the group security manager so that targeted recruitment can take place
* To liaise with our third-party service partners to ensure a quality support service is achieved, and report any non-conformances to the group security manager.
* To liaise with all key stake-holders in a professional and courteous manner, as and when required
* Production of requested report summaries & management information within required timeframe
* Assist in maintaining a safe working environment for all employees
* Complete all reasonable management requests
* Adherence to BS 7499 / 7858 regulatory guidelines
* Adherence to Approved Contractor Scheme requirements
* Adherence to Data Protection Act requirements
* Effective utilisation of workforce management system for compliance and efficiency
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| 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. |
| * All shifts are covered with no gaps within acceptable timeframes as determined by the contract specification
* Employee payroll processed without error and in agreed timeframes
* All service levels and key performance indicators for waking night cover are met
* TimeGate (or relevant workforce management tool utilised effectively)
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Clear & concise written work including report writing
* Good analytical skills
* Methodical and thorough approach to work and ‘big picture’ scheduling
* Able to prioritise workloads & manage time efficiently and effectively
* Data management & input
* Organised & able to take the initiative
* Ability to communicate effectively with all levels of employees and customers
* Competent with different types of operational systems
* Must have a high level of energy, drive and resilience as well as an ability to do things at pace without loss of accuracy
* Good communication skills
* Knowledge of workforce management systems and UDC

Desirable:Proven resource planning / scheduling  |

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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Leadership
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| * Rigorous management of results
 | * HR Service Delivery
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| * Brand notoriety
 | * Innovation and Change
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| * Learning & development
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| * Employee engagement
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| * Commercial awareness
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| Version | 1 | Date | May2018  |
| Document Owner | Stephen Crouch/John Canham |

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