

Job Description: HR Support Apprenticeship Level 3



Function:	Transversal Functions HR
Position:	HR Support Apprenticeship- Level 3
Job holder:	N/A
Date (in job since):	N/A
Immediate manager (N+1 Job title and name):	TBC
Additional reporting line to:	
Position location:	Data Centre, Salford

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

A developmental role where the job holder will work collaboratively as part of a team/various teams to provide a customer focused, accurate and efficient HR support, administration and customer query service.

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.



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.

- Support will be focused when needed on agreed priority work and the jobholder will be comfortable operating in an adaptable way and will respond positively to changing needs
- Provide a helpful, responsive and customer friendly administrative and query handling service to all customers, ensuring that all queries are resolved within agreed timeframes
- Service requests will be logged on the Customer Service Management (CSM) system and for those which cannot be resolved immediately, customers will be provided with service ticket number with SLA targets met/exceeded
- Attention to detail is paid to all documentation produced, ensuring all HR administration is accurate and quality checked before distribution
- Data will be input accurately into relevant systems, which will be kept up to date with accurate information
- All tasks and interactions related to delivering the service are completed according to the principles & practice detailed within the Information Security Policy and any other additional security requirements for specific customer groups.

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

- Handle scheduled monthly tasks that have been identified as core operational activities for the role
- Provide support across other teams and perform other miscellaneous tasks/HR calendar events when required e.g. at peak times or for ad hoc projects
- Keep up to date with processes and process updates across Pensions and Reward operational teams
- Be flexible, able to manage priorities and short turnaround requests.
- Work collaboratively to help deliver a number of HR activities.
- Provide a helpful, highly responsive, efficient and customer friendly HR service to all customers, ensuring all Service Level Agreement (SLA) targets are met/exceeded in order to continually improve the level of customer service and reduce the number of queries awaiting resolution
- Liaise with Payroll and other departments to obtain the necessary information required to resolve queries, ensuring all SLA targets are met/exceeded
- Seek support from Team Leaders for advice with complex queries and escalate any potential issues.
- Provide administrative support for bulk employee communications, TUPE data gathering, mobilisation support new business and change projects
- Maintain HR records, ensuring all employee records (manual and electronic) are accurate, up to date and comply with the company Information Security Policy.
- Use and accurately maintain various HR systems including SAP HR and any other platforms enabling regular reports to be generated and the provision of data to be provided to providers/third parties.
- Adopt a mindset of continuous improvement and identify better ways of working for the team.
- Accurately and efficiently generate relevant documentation and letters where applicable.

- Ensure all hard copy and soft copy personnel records are maintained and secure, complying with obligations under the Data Protection Act and specific segments requirements
- Ensure work area is clean, secure and well maintained
- Work cohesively as part of the wider HR team and contribute positively to the provision of a joined-up HR Service

Statements in this Job Profile are intended to reflect, in general, the duties and responsibilities of the position, but are not to be interpreted as totally inclusive.

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.

- Accuracy
- Customer Focused Service
- Work collaboratively

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

- Customer service focused and commitment to providing a helpful, and responsive HR service
- Ability to identify situations which could result in potential customer complaints in order to handle/escalate accordingly
- Well-organised with ability to work to tight deadlines
- Strong understanding and respect for confidentiality
- Good verbal and written communication skills including excellent telephone manner
- Accurate keyboard and data entry skills with excellent attention to detail
- Able to work collaboratively within a team and on own initiative
- Proficient user of Microsoft Office programmes preferably with knowledge of how to process VLOOKUP within Excel and experience of mail merge within Microsoft Word

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

▪ Client & Customer Satisfaction	▪ Innovation and Change
▪ Rigorous management of results	▪ Employee Engagement
▪ Brand Notoriety	▪ HR Service Delivery

9. Management Approval – To be completed by document owner

Version	7.0	Date	15-07-2021
Document Owner	Helen Foster		