

Job Description:
Senior Staffing Co-ordinator

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| Function: | Sports & Leisure |
| Position:  | **Senior Staffing Coordinator** |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Suzanne Clark, People Manager |
| Additional reporting line to: | N/A |
| Position location: | South Queensferry Office  |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * To manage the staffing resource within Heritage venues portfolio and support with Hamilton Park and Perth Racecourse staffing
* To deliver the staffing requirements of The Open, working alongside the people manager to achieve this
* Assist corporate and client sites with staffing when required
* Promote Prestige People to the wider business outside Sodexo Prestige
* To support with the engagement of our casual staff workforce across all venues within the business
* Support with the creation of a consistent staffing procedure for all sites to include: recruitment, induction, training, development programme, customer service, booking system, staff check-in, welfare room and company notice boards
* Support with the implementation of FLOW online training within Prestige People
* Promote the reward and recognition programme across all venues
* Support with reducing agency labour across our business area, meeting targets set in line with the venue management
* Ensure agents adhere to Sodexo standards and are in line with the procurement team policy
* To provide professional and efficient support to the people manager and our staffing operations across Scotland
* To create an employee engagement survey to be sent out twice a year and reporting results to the people manager with innovative ideas for improvement
* To support with the training and development of Prestige People student placement, supporting directly with all questions and training within different areas of staffing and the business
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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 FY17: |  |  |  | Profit FY17: |  |  |  |  |  |
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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. |
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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. |
| * Maintain professional relationships with clients and staff members alike as per Sodexo minimum standards
* Maintain a strong working relationship with staff members so as to co-ordinate shifts in an efficient manner for our day to day business
* Colleague engagement must be practiced using the company’s Focus on Five and Sodexo values
* Engage with site managers to ensure regional goals and also individual units goals are met
* Casual base for most events is how best to ensure we can keep a consistent workforce. Prestige People need to ensure that all channels are open for all Sodexo shifts to ensure the casual base employment has every opportunity to work
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| Staffing* Manage the booking of staff for all heritage venues and one off events, supporting with racecourse staffing
* Manage the staffing pool within Prestige People through effective regular communication. This includes booking staff in our events, outlining correct times and check-in locations
* Confirm all staff by text the day before an event
* Support with staff questions, queries and issues and respond when necessary, reporting important issues to the people manager
* Support the planning and delivery of the staffing function for The Open

Operation* To assist at events when required
* To ensure staff check-in areas are covered directly. This will involve checking in staff where and when required

Recruitment & Training* To support with the recruitment process for all venues and locations
* Identifying where there is a staff shortfall and reporting this to the people manager
* Covering all aspects of recruitment process: advertising, co-ordinating and administration of interviews
* Supporting with the training days and ensuring all training is completed before first shift including company induction, job specific training, health & safety, food safety, allergen training and legal licence training
* Implementation and management of refresher training
* Reducing agency labour in line with annual targets set for direct recruitment by people manager
* Innovation and change to recruitment process is key to ensure we attract the correct calibre of staff to Sodexo
* Consistent approach at all sites

Administration* To ensure all general business administration is completed in a timely manner. This includes any reasonable requests from the people manager
* Ensuring all casual workforce personnel and training records are accurate and up to date and meet legislative requirements including right to work documents, visa information, training and birth dates
* To actively promote positive staff welfare of all employees inclusive of health and safety, working time regulations, employee satisfaction and wellbeing
* Updating all staff lists on a monthly basis and creating reports for people manager
* Ensure text system is up to date complied into groups for ease of using and to ensure costs are reduced
* Staff files are kept secure at all times and staff leavers are dealt with correctly
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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. |
| * Ensuring the standard and quality of staff meets the agreed lever for each venue
* Comply with all statutory and company policies and procedures to enhance employee engagement and retention and ensure the company retains Investors in People accreditation
* Fully comply with all company and client policies, site rules, statutory regulations and working practices
* Build and enhance, long-term client relationships in line with the ‘clients for life philosophy’ to enhance the retention of current clients and customers, gain referrals for new business and attract new customers
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Training and development of team members
* Experience of working with agents
* Labour management
* Organisation skills
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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
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| * Leadership & People Management
 | * Innovation and Change
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| * Brand Notoriety
 | * HR Service Delivery
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| * Innovation and Change
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| * Employee Engagement
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| * Learning & Development
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| 9. Management Approval – To be completed by document owner |
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| Version |  | Date |  |
| Document Owner |  |

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