

Job Description:   
Programme Co-ordinator

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| Function: | | | | Service Operations, Mobilisation & Change Team | | | | | | | | |
| Job: | | | | Programme Co-ordinator | | | | | | | | |
| Position: | | | | **Programme Co-ordinator** | | | | | | | | |
| Job holder: | | | |  | | | | | | | | |
| Date (in job since): | | | |  | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | Head of Programme Delivery, Mobilisation & Change Team | | | | | | | | |
| Additional reporting line to: | | | | None | | | | | | | | |
| Position location: | | | | Home based | | | | | | | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| * To play a key role in supporting every new contract opening in the UK & Ireland * To provide remote support and advice to on site mobilisation teams. * To support the Programme Delivery Manager in the delivery of standardised mobilisation tools and processes across the business. * To play a key role in administering and ensuring compliance of all programme governance and management methodology and tools. * To lead on documentation control including templates, filing and archiving. * To provide and analyse management information across all mobilisations to ensure continuous improvement. * Provide PMO support to Programme Managers on large complex mobilisations. * Liaison point for segments and service operations to ensure all mobilisation activities are completed efficiently and effectively. * To support any other PMO activities, such as day to day team administrative duties and other PMO activities as requested by the Programme Delivery Manager and UK &I Head of Mobilisation. | | | | | | | | | | | | |
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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 FY13: | €n/a | | EBIT growth: | | n/a | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | n/a | |
| EBIT margin: | | n/a |
| Net income growth: | | n/a | Outsourcing growth rate: | n/a | HR in Region | n/a | |
| Cash conversion: | | n/a |
| Characteristics | | * n/a | | | | | | | | | | |

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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. |
| * Build strong effective governance and reporting mechanisms. * Build strong internal networks across the business to maximise outreach and reinforce relationships. * Maintain strict levels of confidentiality and comply with data protection requirements at all times. * Demonstrate clear and positive team working * Motivated self-starter with excellent problem solving skills |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * To support the Programme Delivery Manager in administering and checking compliance of all programme governance and management methodology and tools. * Support and coordinate mobilisation meetings as required. * To coordinate logistical arrangements throughout mobilisations and project activities. * To ensure PMO activities are undertaken regularly and efficiently, such as central documentation storage, meeting administration and arrangement, and other PMO activities as requested by the Programme Delivery Manager. * To manage documentation and plans to ensure compliance to methodology and tools. * Define and follow the programme’s governance framework (in line with function standards) to support successful deployment of the project or programme. * Highlight any issues or risks which may impact the successful delivery of the programme, ensuring business continuity during transition. |

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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. |
| * Be the first point of contact for all new contract openings, providing assistance and guidance as required * Successfully complete your allocated deliverables within agreed timescale and quality parameters * Successfully support the Programme Delivery Manager in the smooth running of the programme office and to facilitate team members in achieving programme milestones |

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| Essential   * Solid administrative experience * High levels of computer literacy – Microsoft Office, especially Excel, Powerpoint, MS Visio and Outlook * Excellent team organisation and coordination skills * Highly organised and responsive, with ability to deliver under pressure * Flexible adaptable * Excellent documentation skills * Effective communications skills * Able to work openly and collaboratively * Strong attention to detail * Willingness to learn * Able to work unsupervised day to day   Desirable   * Good knowledge of project planning and coordination * Experience of SAP * Process mapping techniques |

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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| |  |  | | --- | --- | | * Growth, Client & Customer Satisfaction / Quality of Services provided | * Leadership & People Management | | * Brand Notoriety | * Innovation and Change | | * Rigorous management of results | * Learning & Development | |

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| 9. Management Approval – To be completed by document owner |
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