

Job Description:
[Recruitment and Staffing coordinator-public catering]

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| Function: |  |
| Job:  | Recruitment and Staffing Coordinator  |
| Position:  | Recruitment and Staffing coordinator  |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Ashleigh Downey – HR Administration Manager |
| Additional reporting line to: |  |
| Position location: | Newcastle United football Club |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * To Recruit, develop and retain the quality and quantity of the casual workforce needed for Match Days and events
* To organise and implement training to ensure the best possible service is provided to ensure excellent customer service
* To ensure the smooth operation of match day and event staffing with pre – planning and on the day co ordination
* Completion of Match Day Payroll
* Completion of other HR related duties when required
* To work with the team to ensure a smooth operation of match and event days and day to day staffing operations.
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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: | €tbc | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | tbc |
| Cash conversion: | tbc |
| Characteristics  | * Add point
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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. |
| Operations ManagerHR Administration ManagerRetail ManagerAdd org chartRecruitment & Staffing Coordinator (Hospitality)Recruitment & Staffing Coordinator (Retail catering) |

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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. |
| * Dealing with a high casual staff turnover
* Making sure all aspects of the job are following current legal legislation and compliance
* Making sure all right to work data is captured
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Arranging and conducting interviews
* Ensuring the staffing levels match the requirements of the business
* Ensuring all casual employees receive a starter pack, welcome emails and induction
* Ensure the training is developed and maintained in line with company requirements
* Making sure casual staff have conducted online interview processes on FLOW
* Ensuring all casual workers have a profile on the labour management systems kept up to date
* Ensuring data cleansing is completed monthly
* Monitoring and managing absenteeism of all casual employees
* Monitoring performance of the casual workforce
* Maintain and create personnel records for all casual staff and keeping these in line with company policies
* Pre-planning of staffing for match days and events
* Set up and management of match day check in and the operation
* Ensuring the use of time target management system is accurate and compliant
* Completion of match day payroll and weekly payroll when required
* Supporting the HR Manager in delivering the HR & Learning and Development strategy in the unit.
* Assisting with HR related tasks when required
* To assist with other areas of staffing for the daily operation and hospitality if required
* To make sure staff have the correct right to work
* Ensuring the engagement of the casual workforce is at a high level
* Follow and deliver the Sodexo values
* Ensure uniform standards are always at the highest level
* To ensure rewards and recognition schemes are adhered too
* Actively engaging in recruitment strategies of the casual workforce
* To use direct recruits in staffing and no use of agency where possible
* Any other reasonable request
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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. |
| * Staffing numbers will be kept at the maximum in lines with operational requests both match/event day and day to day using direct recruits only
* All casual workers to have completed the full interview process including FLOW pre-engagement
* All new staff will be inducted and trained before they begin their casual engagement
* All staff will have personnel records that have all up to date paperwork and profile on Time Target
* All match day payroll is completed in a timely manner after an event or match
* All casual worker engagement remains at a high level
* The retention of staff increases
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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* Strong Administration background
* Catering industry background
* Strong computer skills
* Strong Analysis and Decision-Making Skills
* Good communication and interpersonal skills
* Organisational and planning skills
* Recruitment knowledge
* Creative and passionate about delivery of good customer service through staffing

Desirable* Payroll experience
* Experience within HR
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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
		- Rigorous management of results
		- Brand Notoriety
		- Employee Engagement
		- Learning & Development
		- Leadership & People Management
		- HR Service Delivery
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| 9. Management Approval – To be completed by document owner |
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| Version | 1 | Date | 07/10/2021 |
| Document Owner | Ashleigh Downey |

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