

# Job Description:

## Assistant Operations Manager

### Business Support Services



Function:	Business Support Services
Job:	<b>Assistant Operations Manager</b>
Position:	Assistant Operations Manager - Business Support Services
Job Holder:	
Date (in job since):	Not Applicable
Immediate Manager:	Senior Operations Manager
Position Location:	Hereford Hospital

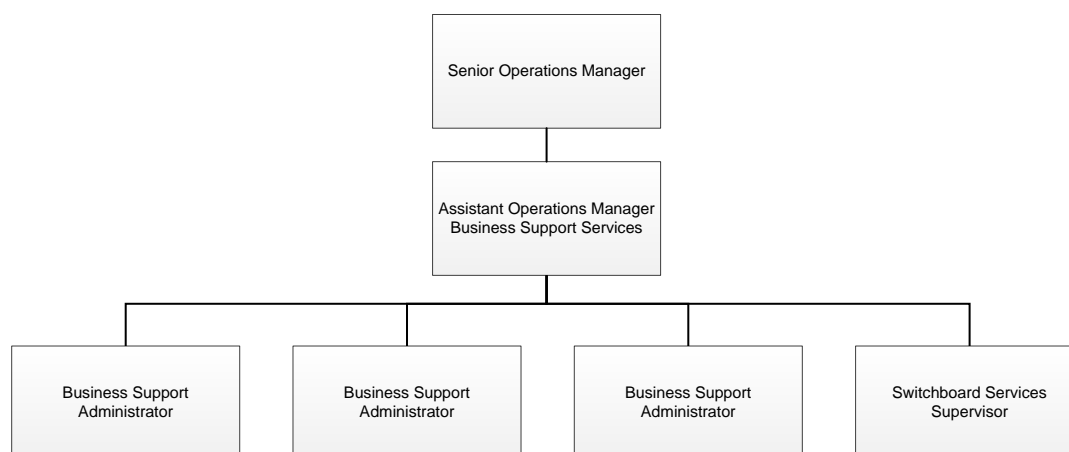
#### 1. Purpose of the Job

Management and delivery of the HR, learning and development, switchboard and administration functions within the business support services at The County Hospital, Hereford.

#### 2. Dimensions

Revenue FY18:	€tbc	EBIT growth: tbc			Outsourcing rate: NA	Region Workforce	tbc
		EBIT margin: tbc					
		Net income growth: tbc	Growth type: NA		Outsourcing growth rate: NA	HR in Region	tbc
		Cash conversion: tbc					

#### 3. Organisation Chart



#### 4. Main Assignments

- Management and delivery of the business support services, including general administration and office management duties, the provision of HR support, and the co-ordination of learning and development and employee engagement activities.

- Management of the business support services team, including labour management, ensuring employees adhere to the Sodexo Code of Conduct at all times, and management of disciplinary issues.
- Management and delivery of the switchboard service in accordance with the Output Specification.
- Monitoring of employee competence and application of the EPA/PER process, including identification of opportunities/requirements for development/training.
- Management of general administration support to the business unit, including accommodation and travel bookings, scheduling and recording minutes of meetings as required, collation and publication of management information, preparation of internal communications and processing of purchase orders.
- Management of HR support to the business unit, advising on HR matters, ensuring compliance with corporate HR policies and procedures (absence monitoring, including undertaking Return to Work and welfare interviews as required), establishment and maintenance of HR management system (including management of personnel files), preparation of draft job descriptions, and management of the recruitment, induction and exit process.
- Management and co-ordination of learning and development activities.
- Management and administration of corporate engagement and recognition initiatives.
- Establishment and maintenance of effective communications and relationships across the business unit.
- Any other duties as may be reasonably required.

## 5. Accountabilities

- Deliver the business support service proficiently whilst managing competing priorities.
- Ensure the HR function is delivered in accordance with Sodexo Corporate policies and procedures.
- Maintain the L&D function to ensure consistent and effective delivery across the business unit.

## 6. Person Specification

### Essential

- Experience of managing business support services, specifically HR matters, processes and procedures.
- Attention to detail, ability to effectively manage and prioritise workloads, working under pressure and to required timescales.
- Articulate and confident communicator at all levels (verbal and written).
- Discretion, tact and integrity when dealing with all HR matters.
- Ability to work on own initiative and within a wider team.
- Flexible and adaptable approach to working within the changing needs of the business.
- Experience of working with integrated management systems (ISO or equivalent).
- Proactive and pragmatic approach to issue resolution.
- Proven leadership skills with the ability to engage and motivate team members.
- Commitment to continuous improvement and service excellence.

### Desirable

- HR qualification.
- Minimum of two years' line management experience.

## 7. Competencies

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|---|---|
| <ul style="list-style-type: none"> <li>▪ Growth, Client and Customer Satisfaction/Quality of Services Provided</li> <li>▪ Rigorous Management of Results</li> <li>▪ Brand Notoriety</li> <li>▪ Commercial Awareness</li> <li>▪ Employee Engagement</li> </ul> | <ul style="list-style-type: none"> <li>▪ Learning and Development</li> <li>▪ Leadership and People Management</li> <li>▪ Innovation and Change</li> <li>▪ Business Consulting</li> <li>▪ HR Service Delivery</li> </ul> |
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## 8. Management Approval

Version	1.0	Date	18 July 2017
Document Owner	Victoria Gillum		