

Job Description:
Senior Staffing Coordinator

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| Function: | HR & Training |
| Position:  | Senior Staffing Coordinator |
| Job holder: | New Role |
| Date (in job since): | N/A |
| Immediate manager (N+1 Job title and name): | General Manager |
| Additional reporting line to: | Staffing Manager, Ascot |
| Position location: | Ascot Racecourse/ Farnborough International Conference Centre |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * To support the Operational requirements on site in delivering the recruitment/staffing requirements for Events and conferences
* To work across several areas of the business e.g. recruitment, induction, training, hospitality, retail and conferencing operations
* To work collaboratively with the Staffing teams based within Ascot and the Major Events leveraging on their expertise and support where necessary
* Promote Sodexo Sports & Leisure as the preferred employer both internally and externally, by adhering to company recruitment policies and practices
* To provide proactive support to the business, ensuring consistent delivery of the Staffing/HR strategy and Events business plan
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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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Draft. Version: 27-03-2014

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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. |
| Staffing Manager (Ascot) |

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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. |
| * Staffing financial performance reported with actual costs compared to budget forecasts pre and post event
* Day-to-day management of the labour costs reporting these on a weekly basis to the General Manager and Commercial Manager
* Meeting agreed staffing objectives within budget, with focus on quality of staff and performance of service level delivered
* Full compliance to Employment Legislation at all times in all aspects of the role
* Ensuring best practice procedures and HR policies are consistently applied throughout the team and business
* Working as part of the senior management team, being accountable for all parts of the staffing operation
* Management of the casual workforce, ensuring they arrive for work on time in the correct uniform and that their performance whilst on shift meets the standards and expectations of both Sodexo and FIECC
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| To deliver the recruitment/staffing objectives and planning for FIECC * Reporting of the forecasted staffing costs, including management, direct/agency staff, transport, accommodation, uniform and expenses for all accounts with regards to events and functions
* Utilisation of TimeTarget and FLOW from a compliance perspective to manage all Staff on boarding, training and time and attendance processes
* Ensuring all employees are paid correct wages in a timely manner. Any wages queries are dealt with efficiently and quickly
* Ensuring that all invoices are processed and submitted in a timely manner to ensure the accounts are closed by month end
* Ensure all conferences and events are fully staffed with staff members of a high calibre and in line with staffing ratios
* Communicate to staff, both full-time and casual, necessary information relating to the events, e.g. start dates, accommodation, pay rates, parking etc…

To be responsible for day to day operation and supervision of a staff check-in account* Manage a staff check-in during busy events. Resolving staffing issues proactively, where it is small day-to-day business liaising with the onsite team to manage the check-in process for the staff
* Responsibility for reporting actual staffing costs and accruing accurate costs for outstanding invoices
* To support the training of staff during conferences and events. i.e. training on tills, customer service, and hospitality service as per company and unit practice and expectations
* Work with and liaise with the Ascot and Events staffing team to support with staffing requirements where their business allows. Ensuring that adequate cover is sourced when annual leave is being taken

Manage the recruitment of casual employees. Whilst positively promoting Sodexo and the FIECC brands* Manage the recruitment of new casual employees, adhering to the company policy. E.g. interview, eligibility to work in the UK, referencing, etc…
* Liaising with and creating contacts within the recruitment industry, e.g. jobcentre plus, university student unions, recruitment fairs, career open days etc…
* Representing the company at career open days, recruitment fairs and college visits where appropriate
* Manage the “Be More Than a Spectator” Inbox – for training and recruitment queries relating to FIECC working with Ascot and Events Staffing team who own this inbox
* Manage the labour management system, including chef, manager and local recruits
* Ensuring all casual employees receive a starter pack, details returned are checked thoroughly and no one works until the correct documentation is submitted including right to work documentation
* Maintain and create personnel records for all casual staff
* Engage with the casual teams during quiet periods to ensure they are engaged for when the business demand increases again. Liaise with the Ascot and Events team to understand what work they can offer during these periods of quietness

To complete all duties as requested by the General Manager* Ensure all employment legislation is adhered to minimising any risk to the company
* Applying the following regulations to throughout all events
	+ Working Time Directive Regulations
	+ The Asylum and Immigration Act
	+ Disability Discrimination Act
	+ Minimum wage
* Staffing issues are brought to the attention of the General Manager as early as possible
* Accident reporting procedures are adhered to
* All staff receives an appropriate health and safety training/briefing prior to the event
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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. |
| * To ensure that all race days and events are fully staffed to agreed ratios
* To liaise with department heads to ensure that all accounts are staffed with individuals of the correct calibre and with the appropriate skill level
* Forecast and report actual costs within agreed timeframes and with a high level of accuracy
* Ensuring that best practice procedures and HR policies are consistently applied
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Comfortable working alone to get work done
* Experience of working in the event industry
* Essential to have experience working in a Staffing function
* Motivated and adaptable, confidently able to manage workload and different tasks simultaneously
* Excellent written and verbal communication skills
* Confident in the use of MS Office, especially Excel along with other computer programmes
* A flexible approach to working hours
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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
 | * Leadership & People Management
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| * Rigorous management of results
 | * Innovation and Change
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| * Brand Notoriety
 | * Business Consulting
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| * Commercial Awareness
 | * HR Service Delivery
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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 | V.1 | Date | 01.08.2017 |
| Document Owner | Alexis Barclay |

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| 10. Employee Approval – To be completed by employee |
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| Employee Name |  | Date |  |

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