

Job Description:
Contract office, helpdesk and reception manager

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| Function: |  |
| Position:  | Contract office, helpdesk and reception manager |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Distribution, Logistics and Support Services Manager |
| Additional reporting line to: | Contract Director (dotted) |
| Position location: | Sodexo office building – Merville barracks, Colchester |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * Responsible for facilitating the efficient functioning of the Colchester contract Sodexo main office through a range of administrative, clerical and managerial tasks whilst also directly supporting all employees who work in that area.
* Managing the contract helpdesk for soft and hard services to provide excellent service to clients and customers. Ensuring that the customer interface for fault reporting, including recording of events and service failures, chasing completion of calls and liaising with contractors is proactively managed and regularly reviewed to identify improvements.
* Responsible for the delivery of a reception service for all site visitors that maintains Sodexo image and reputation.
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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: | £0.5mil | 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  | * Role has 2 direct reports and 5 indirect reports
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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. |
| * Managing multiple workloads and shifting priorities – Sodexo have a number of resources and equipment that can support with this, including development solutions for building skills in this area, IT resources such as Outlook and other planning tools on SodexoNet.
* Managing client expectations and achieving contract deliverables – the clients for life process and system of contract review meetings will support the role holder in the delivery of this.
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| 5. Main assignments – Indicate the main activities/duties to be conducted in the job. |
| * Ensure office admin support is provided to the contract including accurate and on-time filing and record keeping, data entry, printing, photocopying and typing support as required.
* Maintain the condition of the office and arrange for necessary repairs when necessary
* Develop and implement new administrative systems as required following regular review of processes and practices
* Ensure all contract reports and audit documents required for senior managers are completed, collated accurately and delivered on time, including for example office audit, training records, vehicle and customer service reports.
* Record office expenditure and manage the office and team labour budget and stationery budget.
* Implement and maintain the organisation of the office layout to maximise efficiency ensuring supplies of stationery and equipment are maintained and that all equipment is always ready for use
* Attend and take minutes at senior meetings for example regional management team
* Manage the recruitment, onboarding and ongoing employment relationship of all existing and new employees within the office, helpdesk and reception team. This to include managing all aspects of performance, learning and development in line with annual review cycle and all Sodexo policies.
* Ensure adequate employee levels to cover for absences and peaks in workload to ensure all office helpdesk and reception duties are continually delivered to contractual and role requirements
* Respond and resolve customer and client enquiries and complaints escalated from the helpdesk or reception services
* Ensure that all health and safety policies and training are observed and undertaken by all employees based within the office and arrange for regular testing for electrical equipment and safety devices within the office
* Support the senior management team to manage social media communication channels
* Identify system changes (Maximo) and other strategic process and procedural improvements to ensure the helpdesk team operates at maximum efficiency.
* Ensure that the helpdesk supervisor carries out regular review to ensure that the helpdesk team correctly assigns engineers workload using Cobra Assignment Manager
* Manage administrative support for the contract senior management team, including Contract Schedule 11 documentation deliverables and the co-ordination of the individual responses to meet the publication timelines on the MIS.
* Provide support to the contract commercial administrator and technical officers in tendering/quotation process
* Ensure the delivery of an effective reception service, including the booking and scheduling of meetings, meeting room set up and refreshments. This service also to provide an exceptional visitor experience and travel and mail services to employees.
* Managing the contract travel and accommodation budget
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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. |
| * Identifying process and system improvements in the office, helpdesk and reception services
* Contract deliverables in respect of office, helpdesk and reception services
* Professional and effective relationships with customers, client, suppliers and senior colleagues.
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * High level of skill with all Office and Outlook applications and Sodexo video conferencing facilities
* Excellent written, communication and interpersonal skills
* Experienced in using social media channels including Facebook, Twitter and internal social platforms such as Yammer and Cloud9
* Experience of working within an IiP framework
* Very high planning and organisational capability
* Line management experience of leading and developing a large, multi skilled team delivering multiple services
* Experience of providing office, helpdesk and admin support to the delivery of technical/hard services
* Ability to operate with a high level of discretion

***Desirable**** Familiar with database applications (Maximo system would be desirable)
* Previous helpdesk experience
* PFI experience
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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
 | * + Continuous Improvement
 |
| * Commercial Awareness
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