

Job Description

Co-ordinator

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| Function: | Sales |
| Job:  | Office  |
| Position:  | Co-ordinator |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Rebecca Gabb |
| Additional reporting line to: |  |
| Position location: | Sales office, Royal Botanic Garden Edinburgh |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * General office administration
* To undertake all administration duties
* Annual Familiarisation events
* Achieve conversion rate of approx. 15%
* To adhere to company standards and procedures
* Maintain regular contact with the sales and revenue manager
* To undertake all sales activity effectively and efficiently
* To attend training and development as required
* Full compliance with Optimo training and usage
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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 FY16: | £600k | EBIT growth: | tbc | Growth type: | £10 per head stretch on bar spend | Outsourcing rate: | n/a | Region Workforce | tbc |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | Gemma Arnfield |
| 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. |
| Fraser SharpStephanie LeeWedding co-ordinator Corporate co-ordinator Office admin |
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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. |
| * Working with sales and revenue manager to look at best yield of the event spaces and to optimize spend per event
* Building rapport with clients and helping to achieve their perfect event while profitably selling events to the benefit of Sodexo
* Responding to all enquiries within 24 hours as well as maintaining day to day correspondence with confirmed events
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Respond to all enquiries from all sources within 24 hour period
* Keep all event files and Optimo up to date with full and relevant information
* Detailed weekly food sheets to the kitchen by Tuesday each week for following week’s events
* Attend weekly operations meeting and be prepared to fully update event managers and kitchen teams
* Track all payments and deposit log, ensure all confirmed events pay prior to event date
* Update all enquiries in CRM system with good information as per training
* Keep on top of all correspondence with a keen eye for grammar, spelling and correct information
* Maintain good relationship with key suppliers and be aware of market trends
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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. |
| * Working with sales and revenue manager to achieve annual budget and maintaining profit line
* Respond to all enquiries within 24 hours with follow up 3 days later
* Rigorous management of CRM system to ensure good, clean data
* Develop and strengthen relationships with key suppliers and partners
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Excellent working knowledge of excel, word and windows package
* Experience of working in events office for more than 2 years
* Great interpersonal skills with both internal and external clients
* Knowledge of social media platforms and best way to use is an advantage
* Impeccable grooming standards
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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 |  | Date |  |
| Document Owner |  |

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