

Job Description: Switchboard Operator and Postroom Assistant



Function:	Justice Services
Position:	Switchboard Operator and Postroom Assistant
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Eleanor Hazeldene
Additional reporting line to:	Senior Admin Clerk
Position location:	HMP Forest Bank

1. Purpose of the Job – State concisely the aim of the job.

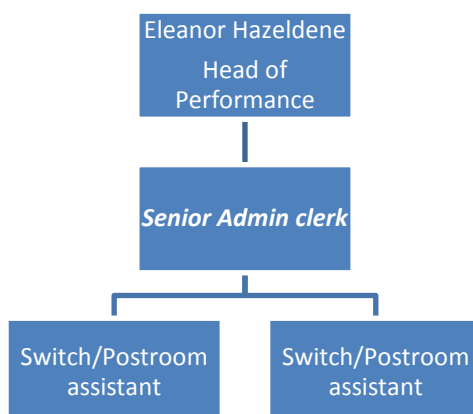
To ensure the switchboard system is fully operated between the hours of 9.00hrs and 16.15hrs during the working week and to assist the post clerk in sorting and opening the mail.

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

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.



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.

- To ensure security is upheld
- Ensure confidentiality procedures are adhered to
- To Ensure Sodexo Justice services guidelines are adhere to

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- All calls are answered in a timely manner
- All callers are dealt with politely
- No faxes are left uncollected
- All prisoner mail is dealt with by the end of the day

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.

- Customer facing positive role model for Sodexo
- Deliver customer satisfaction
- Timely delivery of mail

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Experience in an administrative role
- Customer service skills.

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	▪ Leadership & People Management
▪ Rigorous management of results	▪ Innovation and Change
▪ Brand Notoriety	▪ Business Consulting
▪ Commercial Awareness	▪ HR Service Delivery
▪ Employee Engagement	
▪ Learning & Development	

9. Management Approval – To be completed by document owner

Version		Date	
Document Owner			