

Job Description:   
**HR Support, Reward and Pensions Assistant**

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| Function: | | | | **Transversal Functions HR** | | | | | | | | |
| Position: | | | | HR Support, Reward and Pensions Assistant | | | | | | | | |
| Job holder: | | | |  | | | | | | | | |
| Date (in job since): | | | |  | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | **Pensions Analyst (Natasha Shanks)** | | | | | | | | |
| Additional reporting line to: | | | | **Pensions Analyst (Natasha Shanks)** | | | | | | | | |
| Position location: | | | | **Data Centre, Salford** | | | | | | | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| * To work collaboratively as part of the Pensions and Reward teams to provide a customer focused, accurate and efficient administration and query handling service relating to pensions, reward and benefits processes | | | | | | | | | | | | |
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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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| 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above. |
| HR Support, Reward and Pensions Assistant  Pensions Analyst  Head of Pensions |

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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. |
| * Provide a helpful, responsive and customer friendly administrative and query handling service to all customers, ensuring that all queries are resolved within agreed timeframes * Prioritise and administer reward and benefits queries including those relating to pensions, bonus payments, and annual HR calendar administration efficiently and within agreed timescales. * Service requests will be logged on the CSM system and for those which cannot be resolved immediately, customers will be provided with service ticket number with SLA targets met/exceeded * Customer queries and requests are responded to efficiently and accurately * Attention to detail is paid to all documentation produced, ensuring all HR administration is accurate and quality checked before distribution * Data will be input accurately into relevant systems, which will be kept up to date with accurate information * All tasks and interactions related to delivering the service are completed according to the principles & practice detailed within the Information Security Policy and any other additional security requirements for specific customer groups. |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Monthly reconciliation of SayShopping vouchers and own associated queries. * Own updates on SodexoNet to the Reward, Employee Discounts and Pension pages. * Raise invoices (for approval by HoD of Reward or HoD of Pensions) for third party providers on monthly, quarterly and ad hoc basis. * Conduct pension tracing exercises * Administer Reward Hub password resets and supported system queries * Process weekly Flexible Benefits processes including password notifications to new joiners and journal reconciliation * Upload of employee changes to Sodexo Discounts platform * Supply business with On the Spot recognition booklets on request * Maintenance of Cycle to Work weekly invoicing process and monthly journal * Liaise with third party suppliers in a monthly basis to notify of any amendments * Checking all transactions and documentation to ensure the highest level of accuracy and quality * Support the Service Loyalty processes as required * Ensure all reward and benefits queries logged on the system are resolved and query resolution is captured accurately on the CSM system and service tickets are closed * Accurately and efficiently generate relevant documentation and letters such as pension packs, bonus letters, variation letters and application for benefit schemes * Use and accurately maintain systems including SAP HR and any other reward / benefits platforms enabling regular reports to be generated for new starters, leavers and changes * Ensure all hard copy and soft copy personnel records are maintained and secure, complying with obligations under the Data Protection Act and specific segments requirements * Escalate and seek support for help with complex queries especially those which could lead to potential ER issues * Work closely with the HR Systems team to provide regular and ad hoc reporting for pensions, reward and benefits * Liaise with Payroll and other departments in order to obtain necessary information to resolve queries relating to pensions, reward and benefits * Provide administrative support for bulk employee communications, TUPE data gathering, mobilisation support and change projects * Provide administrative support in the delivery of HR calendar events e.g.: Pay and Bonus Reviews * Provide hands on support to other HR Teams when required e.g. at peak times and ad hoc projects * Identify better ways of working for the team * Ensure work area is clean, secure and well maintained * Complete special projects and miscellaneous assignments as required * Customers will be provided with a helpful and responsive query handling service and queries on pensions, reward and benefits which will be completed within agreed timescales * HR calendar events such as Pay and Bonus review administration to be completed within agreed timescales * Pensions, reward and benefits records will be accurately maintained within correct audit and governance requirements and external providers will be informed of changes regularly and in a timely manner * Work cohesively as part of the wider HR team and contribute positively to the provision of a joined up HR Service   *Statements in this Job Profile are intended to reflect, in general, the duties and responsibilities of the position, but are not to be interpreted as totally inclusive.* |

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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. |
| * Accuracy * Deliver to KPIs * Customer focused service * Annual HR Calendar activities delivered to plan |

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Understanding of HR processes, policies and procedures * Good understanding of HR/Payroll interfaces and how to handle pay, bonus and pension related queries * Customer service focused and committed to providing a helpful, and responsive HR service * Ability to identify situations which could result in potential customer complaints in order to prevent the complaint from occurring * Well organised with ability to work to tight deadlines * Strong understanding and respect for confidentiality * Good verbal and written communication skills including excellent telephone manner * Accurate keyboard and data entry skills with excellent attention to detail * Able to work cooperatively within a team and on own initiative * Proficient user of Microsoft Office programmes including knowledge of how to process VLOOKUP within Excel and experience of mailmerge within Microsoft Word   **Desirable**   * Experience of working in a busy modern HR department * Experience of using SAP HR/CSM system / Reward or Benefits system * Experience of pension or reward administration and understanding of pensions legislation * Experience of HR Administration processes and activities |

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| 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 | * Innovation and Change | | * Rigorous management of results | * Employee Engagement | | * Brand Notoriety | * HR Service Delivery | |

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| 9. Management Approval – To be completed by document owner |
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