

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 AssistantPensions AnalystHead 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 |
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| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Innovation and Change
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| * Rigorous management of results
 | * Employee Engagement
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| * Brand Notoriety
 | * HR Service Delivery
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| 9. Management Approval – To be completed by document owner |
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| Document Owner | Marc Vincent |

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