

# Job Description: Business Support Administrator



Function:	Government, Integrator
Job:	<b>Business Support Administrator</b>
Position:	
Job holder:	N/A
Immediate manager (N+1 Job title and name):	Business Support Coordinator
Additional reporting line to:	Contract Director
Position location:	Belfast

## 1. Purpose of the Job

- The aim of this role is to provide administrative support to the Sodexo Client in delivering business objectives.

## 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 FY19:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	
		EBIT margin:	tbc					
		Net income growth:	tbc			Outsourcing growth rate:	n/a	
		Cash conversion:	tbc					
Characteristics		<ul style="list-style-type: none"><li>▪ Supporting delivery of business objectives, owning elements as agreed in objective setting</li><li>▪ Ensure Control and Assurance with the submission of all Contractual Documentation</li><li>▪ Manage actions and ensure all meetings are diarised with Client and Integrator Teams</li></ul>						

## 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.

- The main areas of focus and challenge for the role will be:
  - Supporting our Client Team to deliver business performance
  - Proactive, accurate and timely delivery of tasks and projects
  - Ensure that all documentation completed is accurate, in the correct format and has been quality checked
  - Build positive, constructive and appropriate relationships
  - Demonstrate ability to effectively manage queries
  - Compliance with company policy and procedures
  - Organised approach to own work load
  - Manages ad hoc items and projects well
  - A proactive can-do attitude and resilience and motivation to succeed

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

- Administrative support can include, but is not limited to:
  - Arranging meetings
  - Managing Diaries
  - Managing Digital storage
  - Records Review
  - Formatting reports and presentations
- Support key individuals within the Client team. Administrative support can include, but is not limited to:
  - Diary management for individuals or teams
  - Managing action, decision, query & tracking correspondence
- Planning and arranging internal and external meetings, video conferences and calls
  - Attending meetings as and when required to take minutes, distribute actions and follow up to completion
- Manage highly confidential and sensitive information
- Assisting with correspondence, presentations and reports
- Acting as first point of contact when dealing with clients, employees and senior members of organisations either on the phone or via email in a professional manner
- Sound judgement, initiative and prioritisation skills, the ability to delivery at pace and work to tight timescales
- Works collaboratively by building effective relationships across a wide range of people across Sodexo Integrator and the Client Team
- Organising team events, catering and training courses
- Ensure Office Supplies and resources are fully restocked at all times
- Ad hoc duties as and when required

**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.

- Assure the delivery of the governance cycle
- Support Client Team with administrative support
- Accuracy and quality work
- Agile, flexible and responsive support
- Customer focussed

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

- Competent with Demonstrable evidence on Microsoft Office tools (Outlook, Word, Excel, MS Project, PowerPoint etc.)
- Ability to manage own time, and deliver objectives under direction
- Ability to work under pressure
- Ability to work unsupervised
- Ability to multi-task
- Attention to detail with high level of accuracy
- Able to prioritise workload and work to strict deadlines
- Planning and organisational skills
- Relationship building
- Good communicator
- Team player
- Flexible approach to work to meet customer needs
- A can-do attitude and a sense of humour, calm and balance

**8. Competencies** – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

- Employee Engagement
- Brand Notoriety
- Rigorous management of results
- Growth, Client & Customer Satisfaction / Quality of Services provided
- Change and Innovation

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

Version	0.1	Date	18/10/2021
Document Owner	Stewart Palmer		

**10. Employee Approval** – To be completed by employee

Employee Name		Date	
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