

Job Description:
Mega Process Administrator

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| Function: | Service Operations, BIGS |
| Job:  | Mega Process Administrator |
| Position:  | **Mega Process Administrator** |
| Job holder: | Petrina Hughes |
| Date (in job since): | N/A |
| Immediate manager (N+1 Job title and name): | Head of Bid Services, Planning & Co-ordination |
| Additional reporting line to: | None |
| Position location: | Office based with occasional home working as agreed with line Manager |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| To provide administrative and co-ordination support across BIGS with specific focus on the on-going maintenance and development of the enabling tools for bid, mobilisation, optimisation and workforce management. **General*** Support ongoing management and maintenance of standardised tools and process for bids, mobilisations, optimisation and workforce management, including the Document Management System (DMS) and SodexoNet.
* Owner of the purchase order process on behalf the Creative team, managing all creative purchase orders from segment, and acting as a gate keeper to ensure creative work is kept in house where possible.
* Support the mega process Lessons Learned process to ensure KPI’s can be tracked across the region and useful information can be generated to support continuous improvement activity.
* Support the coordination and administrative support of other BIGS activities as requested by process owners.

**Bids*** To support with the setup of Indicative Cost Models for segment bid teams, utilising Power Apps & Power BI
* Support the BidNet Manager with ongoing management and maintenance of the knowledge depository BidNet which underpins sales activity

**Mobilisation*** Provide remote support to BIGS Programme Managers whilst on-site on Complex mobilisation
* Support with the on-going maintenance of standard Microsoft Project plans.

**Optimisation & Workforce Management*** Support with finance reporting for CMOE activity, iPromise & RightTime
* Support with SodexoNet updates for iPromise activity
* Support with DMS updates for RightTime information
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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: | €n/a | EBIT growth: | n/a | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | n/a |
| EBIT margin: | n/a |
| Net income growth: | n/a | Outsourcing growth rate: | n/a | HR in Region  | n/a |
| Cash conversion: | n/a |
| Characteristics  | * n/a
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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. |
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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. |
| * Champions the use of, and carries out all work in line with, the defined Sodexo bid, mobilisation, optimisation & workforce management framework procedures, governance and processes
* Build project plans within project planning tool.
* Support management and maintenance of sharepoints and knowledge depository BidNet
* Build strong internal networks across the business to maximise outreach and reinforce relationships.
* Maintain strict levels of confidentiality and comply with data protection requirements at all times
* Ability to manage multiple activities concurrently
* Demonstrate clear and positive team working
* Motivated self-starter with excellent problem solving skills
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| **General*** Promote a culture of customer service at all times within all areas working towards core company values and objectives
* Define and follow governance framework (in line with function standards) to support successful useage and completion
* Be professional in communications with all employees, clients and customers and ensure that confidentiality of information is maintained

**Mega process support (2.3, 2.4, 2.5, iPromise & RT)*** Including but not limited to; toolkit & template maintenance, continuous improvement project support & general admin.

**Indicative Cost Model setup*** The ICM’s are a key enabler for segments within 2.3. These models need to be setup on a per bid basis within Power Apps & Power BI.

**DMS & SodexoNet maintenance*** For all mega processes, iPromise and the RightTime One Stop Shop, to ensure segments have one place to go to with good quality collateral and information.

**Creative Purchase Order Process*** Enable central visibility of external creative spend & act as Gate keepers to prevent unnecessary external spend.

**Finance Reporting*** Administrative support for the financial reporting process for CMOE, iPromise & RightTime

**Lessons Learned reporting*** Across all mega processes – a key KPI for each mega process, feeding back to all segments & the global process owner.

**Other adhoc activities include (but not limited to):*** Segment mob briefing for simple and medium mobilisations
* Bid mob response support – mobilisation plans
* Supporting the BidNet Manager with projects and site maintenance
* Support for mega process quality reviews
* InDesign presentations/documents
* Print production support (Salford)
* Security Clearance Applications
* Coordinate logistical arrangements throughout complex mobilisations and project activities.
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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. |
| * complete allocated deliverables within agreed timescale and quality parameters
* support the Mega Process Owners in the maintenance and continuous improvement of the Sodexo bid, mobilisation & operational processes, ensuring all deliverables are provided in a timely manner, continuously up to date and of a high quality
* ensure our Service Operations & Segments Customer satisfaction levels are maintained in line with agreed KPIs
* Ensuring the Mega Process DMS areas, and our knowledge platform BidNet are both a trusted and well used resource
* Provide administrative support in line with BIGS requirements
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| Essential* Experience in working with senior management to coordinate delivery of timelines and outputs
* Experience of working in a corporate/business focused environment
* Proof-reading skills with strong focus on attention to detail
* Excellent team organisation and coordination skills across multiple projects
* A minimum of one year relevant professional experience in supporting coordination activity preferably with experience in either bid or mobilisation of new contracts
* Strong organisational skills with ability to support multiple projects.
* Excellent proficiency in MS Office including advanced MS Word
* Professional understanding of templates and styles
* Good knowledge of project planning and coordination
* Solid administrative experience
* Experience of SAP
* Highly organised and responsive, with ability to deliver under pressure
* High levels of computer literacy – Microsoft Office, especially Excel, Powerpoint, MS Visio and Outlook
* Be flexible and adapt to new working practices
* Ability to work openly and collaboratively
* Strong attention to detail
* Willingness to learn
* Team player

Desirable* Experience in proposal production in a bidding environment
* A good working knowledge of InDesign would be helpful
* Good understanding of the bid and mobilisation lifecycle
* A flexible approach to the working week to accommodate the peaks and troughs of project coordination
* Awareness of market trends, particularly within the FM sector
* Experience with project management tools (Microsoft Project)
* Process mapping techniques
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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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| * Brand Notoriety
 | * Innovation and Change
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| * Rigorous management of results
 | * Commercial Awareness
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| 9. Management Approval – To be completed by document owner |
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| Document Owner |  Becca Garside |

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