

Job Description:
Talent Manager

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| Function: | Recruitment & Staffing |
| Job:  | Recruitment & Training Manager  |
| Position:  | Recruitment & Training Manager |
| Job holder: | Vacant |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Account Manager |
| Additional reporting line to: | Commercial Manager |
| Position location: | Headingley Stadium |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * Manage the recruitment and selection process of casual catering employees for match days and meetings & events at Headingley Stadium
* Efficiently and accurately manage the onboarding of all casual employees, adhering to Sodexo processes, policies and procedures
* Work with the site catering team HOD’s to create a Headingley Experience Training programme and be a leader in the promotion and delivery of this
* Manage the administration relating to recruitment, training and payroll
* Promote Sodexo Prestige as the preferred employer, both internally and externally, adhering to the company recruitment policies
* Support the site catering team HOD’s with development and delivery of site-based training
* Provide proactive support to the site catering team HOD’s, ensuring consistent delivery of high standards at all times
* Work to agreed KPI’s
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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. |
| 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. |
| * Support the achievement of team objectives and meet deadlines through accurate and timely administration
* Audit and maintain staff files to ensure that they meet all relevant Employment Legislation
* Support the achievement of the financial performance of casual labour to stay within budget/forecast.
* Accurately report actual labour costs compared to forecasts
* Increase staff retention, keeping Agency usage to a minimum and maintaining a good working relationship with any agreed preferred providers.
* Manage match/event day staff allocations/arrivals/check-ins, methodically reacting to any required changes in an efficient manner
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| **To support the recruitment/staffing objectives and planning for all events at Emerald Headingley Stadium, including match days, non-match event days and meetings & events*** Support in the reporting of the forecasted staffing costs, including direct/agency staff, transport, uniform and expenses for allocated accounts with regards to match days and events.
* Where required, source/book transport and uniform for full time and casual employee within the accounts budget.
* Ensure all employees are paid correct wages in a timely manner by submitting to Central Payroll. Any wages queries are dealt with efficiently, liaising where necessary with Central Payroll. Invoices authorised and handed to commercial, whilst payroll forms submitted within the payroll deadlines.
* Book appropriate staff for the match day/event, whether they are agency or locally recruited.
* To encourage and promote good staff and customer relations.
* Communicate to staff, both full-time and casual, necessary information relating to the match day/event, e.g. start dates, pay rates, parking.

To be responsible for the operation and supervision of staff check-in * Manage staff check-in during match/event days, resolving staffing issues proactively.
* Accurately report actual staffing costs, accruing accurate costs for outstanding invoices.
* Manage and monitor feedback on our casual staff and action appropriately
* To support the training of staff. i.e. training on tills, customer service, and hospitality service as per company and unit policy.
* To compile all training paperwork in a timely manner as per Sodexo policy.
* To assist with any functions that may be outside normal working hours.

**Proactively assist in the recruitment of casual employees.** * Lead the recruitment of new casual employees, adhering to the company policy. e.g. interview, eligibility to work in the UK, reference, etc.
* Liaising with and creating contacts within the recruitment industry, e.g. jobcentre plus, university student unions, recruitment fairs, career open days etc.
* Advertise casual employment at the events using the Prestige People brand.
* Representing the company at career open days, recruitment fairs and college visits where appropriate
* Manage the social media Twitter and Facebook pages, actively updating the newsfeed reference recruitment and ensuring all information is relevant.
* Manage the casual recruitment staffing email address, responding to queries in a timely manner
* Manage the casual recruitment database.
* Ensuring all casual employees receive a starter pack, details returned are checked thoroughly and no one works until the correct documentation is submitted and mandatory training completed
* Maintain and create personnel records for all casual staff
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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. |
| * Ensure company policies & procedures and legislation is adhered to at all times regards employee engagement
* Manage the site casual labour spend with strong commercial controls, achieving agreed KPI’s
* To support the HOD’s with achieving and maintaining an excelled level of staff training, keeping Headingley Stadium as a leading hospitality experience venue
* To ensure 100% of casual staff complete all required e-learning through the relevant platform/s
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Graduate calibre.
* CIPD qualified or part qualified desirable, though not essential
* Experience of working in the event industry
* Experience working in a Staffing function is essential
* Experience of conducting training sessions and presentations to groups of 20+
* Passionate about Service Excellence and Customer Service within the Hospitality Industry
* Motivated and adaptable, confidently able to manage workload and different tasks simultaneously
* Excellent written and verbal communication skills
* Confident in the use of MS Office, especially Excel along with other computer programmes
* A flexible approach to working hours
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| * Rigorous management of results
* Commercial Awareness
* Brand Notoriety
* Employee Engagement
* Learning & Development
* Innovation and Change
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