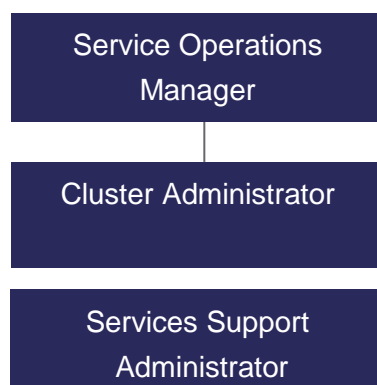


JOB DESCRIPTION

Position Title	Services Support Administrator	Department	Facilities
Generic Job Title	Administrator	Segment	Corporate Services
Team Band	Un-banded	Location	BAE Systems Broad Oak
Reports to	Service Operations Manager	Office / Unit name	BAE Systems Broad Oak

ORGANISATION STRUCTURE



Job Purpose

- To be responsible for the Admin support of the Hard Services Team, as allocated by the Service Operations Manager or Cluster Administrator to the standard required by the Client and Sodexo. Support Soft Services as and when required.

Accountabilities or “what you have to do”

- Administrative tasks undertaken in an organized manner.
- Reports and documents are compiled in the pre agreed format and all information contained within is both accurate and presentable.
- Filing systems are maintained in a tidy and organized manner.

Efficient administrative support is provided to Hard & Soft Services Managers as required.

- Responsible for all administrative tasks related to the Support Services functions
- Provide administrative support to the Support Services Manager
- Attend meetings and take the appropriate minutes as required
- Communicate well and demonstrate a pleasant, polite, efficient, caring and friendly service to customers and clients in all areas of service.
- Report any customer complaints or compliments and take some remedial action if at all possible.
- Report immediately any incidents of accident, fire, theft, loss, damage, or other irregularities and take such action as may be appropriate.
- Cover in other areas during periods of holidays and sickness.
- Comply with all Company policies/procedures and client site rules and regulations
- Carry out other reasonable tasks as directed by management.
- Management of the IMS Compliance Systems - Sub Contractor compliance
- Management and day to day allocation of reactive tasks & PO's through Maximo CAFM system & SAP finance system.
- Booking in of Sub Contractor visits
- Ordering of stationary & van bookings

Key Performance Indicators (KPIs) or “What it will look like when you are doing the job well”

- Comply with the standard required by the Client and Sodexo
- Deadlines are met and job tasks prioritised.
- Office environment to be managed in an organised and tidy fashion.
- Support Services Managers receives the administrative support required to allow time to carry out management duties.
- CAFM system management & Statutory Compliance monthly reporting to meet Contractual KPI's

Dimensions

Financial	
Operations	Integrated Facilities Management Services

Skills, Knowledge and Experience

- Excellent IT Skills, including Word, Excel, Outlook & Power point
- Good Communicator
- Good Telephone Manner
- Good Organisational Skills
- Ability to prioritise tasks
- Team Player
- Attention to Detail
- Self-Motivated

- Willing to learn - SIA Licence a possibility
- Previous Admin experience.
- Experience working to targets, schedules and meeting deadlines.
- Having worked within a Corporate Sector and within the FM Industry on Commercial & industrial environments
- Show experience of good Team Player & engagement with colleagues & Clients

Desirable

- Experience of working within a team.
- Previous SC Clearance screening and or

Experience of working within a similar environment or industry.

- Excellent IT Skills with knowledge of the Sodexo computer systems.
- Competent on Microsoft Excel, Word & PowerPoint.
- Previous experience within a similar administrative role.
- Excellent organisational skills
- Must have the ability to prioritise tasks and work using own initiative.
- Ability to work individually and as part of a large team.
- Previous experience in writing detailed reports and collating information accordingly.
- Management of a CAFM system and or similar work allocation system

Contextual or other information

The Administrator must undertake Security Screening and full SC Clearance as mandatory to operate & work at this specific BAE Systems site. This must be completed within the first 3 months of the Sodexo probationary period. Failure to comply will result in the role and job offer being terminated

. This position will be a key part of a one team approach to providing a quality customer experience for the users of BAE Systems, Broad Oak, Portsmouth. The job description is designed to identify the specifics of the role it does not however limit the post holder to the specific tasks and responsibilities listed. The post holder is equally responsible for the satisfaction of the users and must therefore ensure that the standards are delivered. This will mean that you undertake activities outside of the job description to ensure that the overall service is maintained.

This job description is intended to give the post holder an appreciation of the role and the range of duties to be undertaken, It does not attempt to detail every activity and it may be changed from time to time to incorporate changing circumstances. Specific tasks and objectives will be agreed with the post holder at regular intervals.

Employees Name (Print):
Employees Signature (Sign):
Date:

Manager Name (Print):
Managers Signature (sign):
Date:

Version	V3 SSA	Date	20/06/2017
Document owner	Ian Preston		