

Job Description:   
Social Impact Manager

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| Function: | | | | Agencies and Property Professional Services | | | | | | | | |
| Job: | | | | Social Impact Manager | | | | | | | | |
| Position: | | | | Social Impact Manager | | | | | | | | |
| Job holder: | | | | Vacancy | | | | | | | | |
| Date (in job since): | | | |  | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | Account Director | | | | | | | | |
| Additional reporting line to: | | | |  | | | | | | | | |
| Position location: | | | | Home Based – Regular travel to Kent and North Wales | | | | | | | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| * Managing and promoting social value and sustainability in respect of the services being provided by Sodexo including identifying innovation, communication and behaviour change measures. * Responsible for monitoring and reporting the social value and sustainability related contractual requirements to ensure facilities and operations are aligned and taking actions to comply with current and future Government sustainability, social policies. strategies and legislation including the Greening Government Commitments and net zero carbon emissions targets. * Managing and coordinating all Social Value & Sustainability Plan activity for contract. * Set out actions to create social impact and reduce energy and carbon emissions, reduce water and waste and enhance biodiversity in line with Government environmental policy (including ‘25 Year Environmental Plan’, the ‘Clean Growth Strategy’, and the various Government and department targets). * Develop strong relationships with local community groups and businesses to ensure we can demonstrate positive social impact. * The Social Impact Manager will support and advise the Sodexo Contract Senior Management Team and the Authority on all matters as required relating to best practice, opportunities and risks associated with service provision. | | | | | | | | | | | | |
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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 (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. |
| Account Director  Account Director  ACCOUNT MANAGEMENT TEAM  Head of Energy & Sustainability  Social Impact Manager |

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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. |
| * Influencing stakeholders to drive improvements. * Driving innovation, industry and Government best practice to strategically inform and drive continual improvement. * Meeting Greening Government Commitments and client sustainability & social value commitments. * Maintaining knowledge of current and emerging social, environmental and sustainability related regulations and managing data appropriately to ensure the estate is compliant. * Engage and build relationships with local communities, local suppliers and organisations (including SME’s, SE’s & DOB’s &VCSE’s) * Link utility performance with asset management, projects, estates information and operational use of the buildings to provide strategic business cases. * Manage large volumes of complex data from multiple sources and in differing formats. * Interpretation of data findings into presentable insightful information that will improve the portfolio’s environmental performance. * Work with a range of internal industry professionals as well as a range of third-party suppliers to drive forward ambitions; the Social Impact Manager will be responsible for networking effectively to build constructive partnerships that drive significant added value to our contract and client relationship. |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Delivery and management of the Social Value Plan. * Responsible for monitoring and reporting the social value and sustainability related contractual requirements. * Chair Social Value Governance meetings and site level Social Value engagement groups * Strategies for automatic monitoring and targeting, data collection, assurance, verification and reporting. * Undertake Regional Profiling to understand local needs and issues. * Develop and deliver carbon literacy training. * Develop and deliver supply chain training. * Coordinate and run local meet the buyer events. * Engage with local suppliers and run supply chain mentoring schemes. * Champion and organise staff volunteering. * Coordinate and manage the ‘Community Good Fund’ and Biodiversity Enhancement funds. * Ensure the contract undertakes responsible procurement considering social and environmental impacts. * Resource and waste prevention and management. * Minimise travel and ensuring efficient and sustainable transport use. * Consult with subject matter experts throughout Sodexo and suppliers to ensure the contract utilises the most up to date guidance and codes of practice and communicate clearly and appropriately to staff throughout the contract * Be the go-to person for guidance on all the latest trends, and as such will be expected to dedicate time to research and monitor announcements from key industry bodies, institutions and networks to stay ahead of the curve. * The Social Impact Manager will be required to represent Sodexo at meetings as requested by the client and be an advocate for their work and that of the wider Sodexo team and group. * Deliver all relevant training to the Sodexo teams.   This list is not exhaustive, and the post holder will be expected to carry out other reasonable duties from time to time as requested by management |

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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. |
| * Delivery of accurate monthly, quarterly and annual information reports to the client and on time. * Support with reducing the cost and environmental impact of operating the portfolio. * Innovation and resource saving opportunities. * High client satisfaction. * Support the Sodexo team to deliver industry leading social and sustainability strategies. * Support the Sodexo team by being open to change and new ways of working. * Support the Sodexo team to continually develop and improve our performance in all areas. |

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| ***The ideal candidate must possess the following skills;***   * Degree in a relevant subject or equivalent qualification by experience. * Professional membership of relevant institution (e.g. IEMA, CIWM, CIBSE, Energy Institute). * Good understanding of sustainability related legislative requirements (e.g. Waste Regulations) * Experience of working to meet Greening Government Commitments. * Net zero carbon roadmap experience. * Waste management experience. * Experience of managing utility data, energy monitoring and targeting, forecasting, measurement and verification and carbon reporting and accounting. * Experience of biodiversity plans. * Experience of low carbon energy technologies. * Experience of creating social value * Good knowledge of responsible procurement * Community engagement experience * Strong customer relationship skills. * Good influencing and communication skills. * Financial and business awareness. * Ability to undertake on-site and desk-top assessments to identify utility savings. * Ability to write recommendation reports to suit varying audiences (technical and non-technical). * Ability to work both with others as part of a team and also independently. * Takes accountability and responsibility for delivering required results. * Competent with MS 365 (Word, Excel, PowerPoint, Outlook, Teams, SharePoint). * Ability to prioritise own workload with minimal supervision and use of own initiative. * Evidence of delivering innovation and engaging positively with continuous change and improvement.   ***Desirable Qualifications and Experience***   * Experience of utilities management. * Knowledge of Government Buying Standards. * Financial business case development including whole life costing. * Experience of working with or for a Facilities Management organisation. * Experience of CAFM systems. |

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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| |  |  | | --- | --- | | * Growth, Client & Customer Satisfaction / Quality of Services provided | * Leadership & People Management | | * Rigorous management of results | * Innovation and Change | | * Brand Notoriety | * Business Consulting | | * Commercial Awareness |  | | * Employee Engagement |  | | * Learning & Development |  | |

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