

Job Description:   
QHSE Manager

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| Function: | | | | Sodexo Healthcare | | | | | | | | |
| Position: | | | | Food/Safety Manager | | | | | | | | |
| Job holder: | | | | N/A new role | | | | | | | | |
| Date (in job since): | | | | N/A new role | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | Head of Safety & Risk | | | | | | | | |
| Additional reporting line to: | | | |  | | | | | | | | |
| Position location: | | | | Regional | | | | | | | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| * To ensure that the Sodexo Integrated Management System including Quality, Health, Safety and environmental best practice is in place and fully embed across all elements of service delivery platforms within Sodexo, ensuring compliance with current health and safety legislation, approved codes of practice and company policies and procedures. Focusing on adherence to service excellence and continuous improvement of the management system.  |  | | --- | | * To work proactively in promoting compliance to the Sodexo Food Safety Management System for all patient dinning, retail and hospitality food areas of the business. Working with department managers to ensure ongoing compliance and audits, elevating of standards and appropriate training of personnel |  * To work proactively with managers to support, establish and maintain safe systems of work and a safe environment for colleagues and customers. To ensure that there is a provision of competent safety/food advice to all managers and front-line staff across safety matters on both an emergency and routine basis. | | | | | | | | | | | | |
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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 | | * 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. |
| Contract Directors  Head of Safety & Risk  Food/ Safety Manager  Head of Talent |

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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. |
| * Maintain food safety standards by audit and investigate food related complaints * EHO reports that leading to enforcement * Managing conflicting time and diary – Multi location * Maintenance of management system to ISO 9001:2008; OHSAS 18001; ISO 14001 * Maintain food safety standards by audit and investigate food related complaints * Accidents in the work place leading to RIDDOR - full investigations required – H&SAW regulations * Identifying key risks and resolutions – H&SAW Regulations and procedures |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Develop and lead the operation and promotion of an integrated management system, encompassing a pro-active environmental, health and safety culture across the regions. Utilising the Sodexo management system policies and procedures, including risk assessment, accident prevention, health initiatives and acknowledged personal responsibility. * Facilitate the maintenance and management of environmental health, safety and well-being through systems, audit/ inspection and the establishment of high standards and expectations on employees of service excellence and safety awareness behaviors / performance. * To promote compliance with the Sodexo Food Safety Management System for Health Care contracts and to ensure that all units are audited every 6 months through effective deployment of the Integrated Audit * To report on the performance of the Food safety audits Management review meetings, and use this as a forum for any improvements. * Advise on matters relating to the Environment and Health and Safety at work including the obligations and responsibilities of managers and employees; and provide comprehensive and practical advice to managers on best practice. * In conjunction with the Learning and Development Manager, assist in the delivery of comprehensive operational technical training to promote, develop and sustain a positive Health and Safety awareness culture throughout business operations * Coordinating and assisting with technical training and overall competency to management and employees with regards to the operational aspects of the food safety program, pest control, environmental, operational methods and personnel practices, and maintenance for food safety and hygiene /cleaning practices * Management of client relationships and expectations relevant to the job role. Maintain formal and informal communications with clients, Sodexo Healthcare HSE Team Executive, sub-contractors and customers. A positive pro-active approach must be made to the client as well as being supportive to their needs * Compliance to all company/contract, documentation, audits and administration procedures are carried out to the company standard * Legislative compliance, ensuring that all HSE aspects of the business are conducted in accordance with all relevant statutory requirements and Codes of Practice * To ensure that support is given to the Health and Safety and Quality Management team in ensuring the Food Safety Management system reflects current legislation, NHS best practice and company policy. * Investigation of Health and Safety &Food Safety issues within the contracts and if required Segment * .To liaise with Local Authority Inspectors and enforcement officials as required. |

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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. |
| * Increased Food Safety awareness  |  | | --- | | * Implement process to meet Food Safety targets identified by NHS food safety Policies * All external EHO audits to be managed and supported * Contractual KPI ‘s on Compliance to be met across all sites * Contribute to the delivery of the Sodexo QHSE strategy and delivery. * Assist to ensure operational management report all accidents and near misses | |

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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**   * Certification to Level 6 Health and Safety Qualification (or to be met within agreed timescale) * Experience in soft FM safety management * EHO experience * Good organizational and communication skills and production of concise information. * Ability to prioritise, work to tight deadlines, both prescribed and self – imposed. * Ability to establish and maintain good working relationships at all levels. * Experience of managing food safety in a similar environment * Able to demonstrate achievement of continuous improvement in the workplace * Experience of presenting at client review forums and completing relevant information   **Desirable**  • Diploma in Food Safety and Food legislation.   * Higher Certificate in Food Premises Inspection * Commitment to HSE management and experience within an HSE role * Certification to NEBOSH General Certificate | |

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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 | * HR Service Delivery | | * Employee Engagement |  | | * Learning & Development |  | |

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