

Job Description:
Transformation Communication Lead

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| Function: | Operations |
| Position:  | Transformation Communication Lead |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Operations Director South |
| Additional reporting line to: |  |
| Position location: | Cambridge |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| To manage all Transformation Programme communication activities linked to the Discovery centre and phased population of it. Communication to a large and complex range of stakeholders. Responsible for all communications activities relating to conceptualising our services and communicating to the client workforce. |
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Draft. Version: 27-03-2014

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| 2. 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. |
| Operations Director - SouthTransformation Communication Lead |

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| **3. 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. |
| * Scale and complexity of the operation across multiple sites in a dynamic and evolving environment
* To optimize communication opportunities, content and platforms to generate engagement and excitement in the Cambridge journey and the interim and enduring sites as a ‘Great place to work’
* Ensuring that Communication practices are consistent and aligned with overall Sodexo and Client strategy
* Management of client expectations and relationships with sensitivity to the needs of all key Client stakeholders
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| 4. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Work with the Sodexo Operational Readiness /AstraZeneca Customer and Site Service team, to develop a comprehensive communications plan for all projects across the portfolio to enable all stakeholder groups to be effectively managed through the change lifecycle.
* Write all communications content and materials and ensure that there is a clear and coherent style and messaging throughout.
* Work with the Customer and Site Service team and Sodexo Operations team to successfully deploy all communications across a range of channels.
* Monitor the effectiveness of communications to ensure that the communications plan and materials are regularly reviewed and updated to incorporate lessons learned.
* Support all other AstraZeneca/Sodexo Transformation Portfolio change management activities as
* required.
* Member of the Sodexo Operational Readiness(OR) Team.
* Owns UK Customer & Site Services OR communications to allow efficient and effective access to and promotion of all facilities and services.
* Lead internal communications and brand strategy – defining creative, clear and strategic communication plans to inspire our partnership identity.
* Design deliver and govern communications toolkit for UK South.
* Key Stakeholder for messaging around AZ and Site Operations initiatives, i.e. Sustainability, Brexit, Return to Work (RTW), estate evolution.
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| 5. 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. |
| * Campus Communication Plan Owner
* Client and consumer satisfaction/ feedback is positive and maintained at a desired level
* Communications are rolled out in a timely manner and reach all identified Stakeholders
* Work with Sodexo OR/ AstraZeneca C&SS team to deliver a consistent form of communications that demonstrates Sodexo/AZ values and contributes to a culture of continuous learning and high performance
* To ensure the collaboration between Sodexo and AstraZeneca is in line with our “Together Stronger Partnership” vision
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| 6. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Experience of successfully managing programme management communications activities.
* Experience of developing a range of communications materials and content.
* Ability to communicate & influence at all levels of the organisation.
* Strong facilitation & interpersonal skills.
* Is able to work in a cross-functional environment with internal and external Partners.
* Understands communications and can apply it throughout the organization.
* Analytical in approach to problem solving and looks for alternatives in solution development.
* Project Management experience

Desirable:* Degree/CIPR Qualified
* Experience of working in the Pharmaceutical industry would beneficial
* Change Management experience
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| 7. 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
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| * Rigorous management of results
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| * Brand Notoriety
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| * Employee Engagement
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| * Innovation & Change
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| 8. Management Approval – To be completed by document owner |
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| Version | 1.0 | Date | 6/03/22 |
| Document Owner | Henry Gribbin  |

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| 9. Employee Approval – To be completed by employee |
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| Employee Name |  | Date |  |

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