

Job Description:

HR Manager



Function:	Health & Care HR
Position:	HR Manager (12 month FTC) for new site mobilisation
Job holder:	New Role
Date (in job since):	N/A
Immediate manager (N+1 Job title and name):	Regional HR Business Partner, Health & Care
Additional reporting line to:	Site Director
Position location:	

1. Purpose of the Job

An exciting opportunity has arisen for an experienced HR Manager to join Sodexo's Health & Care segment on a 12-month fixed-term contract to support the mobilisation of a major acute NHS hospital in Central London.

Reporting to the Regional HR Business Partner, this role will lead the people agenda through three distinct phases of the contract lifecycle: Mobilisation, Stabilisation and Transformation. The postholder will work closely with operational leaders, trade unions, the wider HR function, Learning & Development and HSEQ teams to ensure a successful workforce transition, embed operational excellence and support the longer-term transformation of the contract.

This is a highly visible, hands-on role requiring strong employee relations expertise, exceptional stakeholder management skills and significant experience operating within complex, unionised environments.

- To support a multi-site mobilisation in our business area
- Following mobilisation to work alongside our Site Director and senior management team to stabilise the new contract by embedding Sodexo ways of working and supporting with any change management activities as required
- To partner with business leaders to drive and deliver HR solutions which maximise people performance, strategy and workforce planning and significantly contributes towards improved business performance, with consideration given to the wider functional goals covering L&D and HSE
- Monitor Right to Work in the UK, monitor absence, DBS and Occupational Health checks and prompt the Operations team when action is required in line with policy and procedures

2. Dimensions

- **Employee Population:** HR support for c. 330 employees across Health & Care sites
- **Operational Footprint:** Acute NHS Central London Hospital
- **Casework Volume:** Manages ER caseload including complex and safeguarding-related matters
- **Workforce Compliance:** Oversees adherence to mandatory training, vetting, and employment checks for all site-based employees
- **Budgetary Influence:** Contributes to people-related budget planning (labour costs, recruitment, agency usage) across assigned contracts
- **Key Interfaces:** Works closely with Operations Directors, Contract Managers, HR Centres of Expertise, union representatives, and healthcare client stakeholders (e.g., NHS Trust HR/Workforce teams)

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.



4. Context and main issues

- **Regulated Health & Care Environment:** Ensure all people practices comply with strict healthcare, CQC, NHS, and safety standards
- **Workforce and Talent Challenges:** Address staffing shortages, retention issues, and complex workforce planning needs
- **Sensitive Employee Relations:** Manage complex and high-risk ER cases, often involving safeguarding or union environments
- **Change and TUPE Management:** Navigate restructures, contract transitions, and TUPE processes with minimal risk
- **HR Governance and Compliance:** Maintain strong HR data, audit readiness, and adherence to policies and mandatory requirements

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- **Mobilisation and transformation**
 - Successful TUPE transfer consultation alongside engagement and communications plan
 - Building a strong management team
 - Build and continue strong relationships with clients
 - Integrate team members and adapt to Sodexo ways of working
- **HR Strategy:**
 - With support from the HR Business Partner, engage, influence and challenge business managers in the development and implementation of business strategy and ensure business perspective informs the shaping of HR Strategy and policy development
 - With support from the HR Business Partner, translate the HR Strategy and People Agenda into deliverable plans that align with local business strategy
 - Interpret, monitor and report on HR Analytics to influence progress and performance

- Ensure effective communication between senior managers and stakeholders through implementation of communication best practice, in line with Group and Central HR Advisory guidelines
- Promote best practice across the business, presenting complex HR matters in a clear and concise way ensuring managers implement HR policies and practices
- Regularly assess the impact of employment legislation and ensure changes are carried out to a high standard
- Support the HR change agenda where necessary

HR Planning & Business Development:

- Provide HR thought leadership and due diligence in order to strengthen the business and project manage the people transition element of mobilisations (incl. TUPE and consultation requirements)
- Work with the HR Business Partner and Central HR Advisory team to ensure the effective facilitation and delivery of HR calendar events throughout the business, including application of Talent frameworks, Performance management cycles, Reward frameworks, Pay and Bonus Review, Star Awards, Employee Engagement surveys etc
- Build and develop effective working relationships with business managers and clients in order to become a key decision maker on strategic business issues by linking specialist HR knowledge

Employee Relations & Engagement:

- Provide local support on complex ER matters escalated from People Centre and develop appropriate commercial solutions. Build strong working relationships with People Centre, regularly updating on segment activity to ensure a joined up HR service is delivered to the business. Escalate to HRBP as required.
- Work with Central HR to facilitate positive ER and Industrial Relations climate with employees and Unions
- Design and deliver coaching solutions to line managers on ER issues for improved proactive and reactive handling of cases including interpreting of Employment and Case Law resulting from Sodexo Employment Tribunals and Settlement agreements
- Be an advocate for Diversity and Inclusion within segment working closely with Central Advisory to identify issues and potential improvements

Resourcing, Recruitment & On-boarding:

- Work with Resourcing to understand the local labour market (workforce availability, reward, attraction and retention drivers) to improve delivery of resourcing solutions. Effectively influence the appointment of key roles and the reduction of vacancies / time to fill
- Work with Managers to forecast and plan resource needs across business to maintain/improve performance
- Spot-check the effectiveness of pre-employment checks and on-boarding and drive compliance for RTW and DBS checks

Retention, Talent Management & Succession Planning:

- Segment facilitation of Talent Management, Succession Planning and leadership development at a local level
- Devise plans to retain key talent within the business, diagnose causes of staff turnover and implement interventions

Performance Management:

- Provide proactive solutions and promote performance management to enhance business capability
- Analyse HRMI with business managers to identify people and performance management gaps, and provide innovative solutions by developing action plans for business and individual improvement
- Lead on and ensure EPA process is conducted and effective at a local level. Lead on EPA calibration sessions

Performance Interventions & Change:

- Use HR analytics to identify areas for improvement, interventions and monitor delivery

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.

- Successful mobilisation and TUPE transfer
- Succession plans in place for high risk roles
- Use of HR Analytics to identify areas for improvement and develop interventions for change in areas such as absence (lost time rate), suspensions and regretted losses, with clear deliverable improvements when

evaluated. To continuously monitor and ensure labour targets are met within specified timeframes and recommend appropriate interventions to support operations

- Work with HR Business Partner to design and deliver coaching solutions to line managers on ER issues for improved handling of cases.
- Work with HR Business Partner to deliver projects, in line with People Plan such as: employee engagement, recruitment and retention, workforce planning, etc.
- Work with managers to identify resource needs across business to maintain/improve performance
- Building and maintaining professional relationships with site team, clients and other agencies

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- CIPD qualified or equivalent experience
- HR generalist experience and detailed understanding of all aspects of HR Management including resourcing, talent management/succession planning, change management, TUPE and employee relations
- Strong analytical skills, professional and commercial acumen, with strong senior level influencing and stakeholder management skills
- Excellent interpersonal, influencing, communications and presentation skills
- Strong facilitation and coaching skills
- Experience in delivering to strict KPIs and contract.
- Experience in facilitation techniques including coaching.
- Experience of supporting the development of a training function.
- People oriented and results driven
- Well organised, responsive and able to work under pressure
- Prepared to travel across UK as required and to spend time away from home to meet business needs

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	

9. Management Approval – To be completed by document owner

Version	1.0	Date	June 2026
Document Owner			

10. Employee Approval – To be completed by employee

Employee Name		Date	
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