

# Job Description:



## HR and Training Manager

Function:	Segment HR
Position:	<b>HR and L&amp;D Manager (12 month FTC)</b>
Job holder:	New Role
Date (in job since):	N/A
Immediate manager (N+1 Job title and name):	HR Business Partner
Additional reporting line to:	Head of L&D – Health & Care
Position location:	No fixed location – national travel required in accordance with business needs

### 1. Purpose of the Job

- To support a multi-site mobilisation in our business area
- Following mobilisation to work alongside our Account Director and senior management team to stabilize 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 L&D/HR solutions which maximise people performance, strategy and workforce planning and significantly contributes towards improved business performance.
- 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
- To support with the site teams with the delivery of learning and development activity for Sodexo in line with internal policy and client agreements
- Lead on HR and L&D project work for the overall Health & Care business

### 2. Dimensions

Turnover – TBC	Employees – approx. 150 plus casual workforce			
Characteristics		Cross functional relationships with central HR teams and Healthcare HR		

### 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.

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HRD Health  
& Care

HR Business  
Partner

HR & L&D  
Manager

#### 4. Context and main issues

- The HR & Training Manager is a key player in the web of influence and is expected to hold relationships with the Sodexo leadership team, clients and the wider segment HR / L&D team. Great processes are expected as the norm and the role adds value by bringing thought leadership to the client around HR best practice and current thinking.
- This role is new to the structure to support a high-profile mobilization and stabilization as well as BAU HR/L&D activity post go-live for a fixed term period of twelve months.
- It is a role which will support a first generation TUPE transfer and so will require an HR professional who is able to deliver a variety of HR activity including potential restructure, change management, training and day to day employee relations matters.

#### 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:**

- 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
- 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

#### **L&D:**

- Conduct overall skills gap analysis in line with business and L&D manager and identify areas for learning development.
- Coach Line Managers to have engaging conversation that support the growth of the team and the business.
- Ensure that all learning delivery meets the standards and content set out by Sodexo policy and client agreements.
- Training is delivered to meet the needs of the client's contract and that of Sodexo
- To facilitate and deliver training workshops and sessions utilising interactive and engaging technique both in person and virtually.
- Ensuring the maintenance of accurate records for all learning and development activity undertaken on site and report on this following timescales and formats agreed in the project specification.
- Assisting the L&D Manager with the following:
  - delivery and development of solutions for employees identified from training needs analysis to support operations development.
  - Conduct training evaluations to assess participant learning and training program effectiveness.
  - Support a Zero Harm Mindset from a Health & Safety perspective in all training delivery.
- Ensure all Statutory and Mandatory compliance and operational training material is current and up to date using standardised templates as designed and supplied by Sodexo.
- Support the continuous improvement within learning and development.
- Building and maintaining professional relationships with site team, clients and other agencies.

#### **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 HRBP to design and deliver coaching solutions to line managers on ER issues for improved handling of cases.
- Work with HRBP at delivering 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	25/09/2023
Document Owner			

**10. Employee Approval** – To be completed by employee

Employee Name		Date	
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