



## Job Description: HR Business Partner – Sodexo Live!

Function:	HR
Position:	<b>Regional HR Business Partner – Sodexo Live! UK&amp;I</b>
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	HR Director – Sodexo Live! UK&I
Additional reporting line to:	
Position location:	No fixed place of work – travel required across the UK on a regular basis

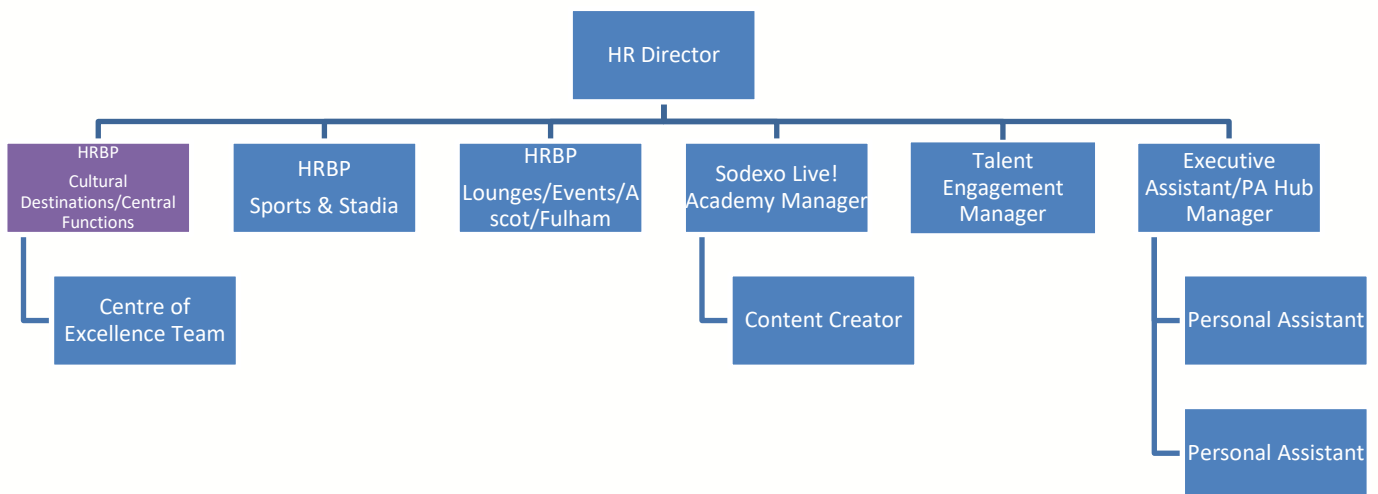
### 1. Purpose of the Job – State concisely the aim of the job.

- Partner with business leaders & regional segment HR Director to drive and deliver HR solutions to: maximise people performance, strategy, workforce planning, develop support and promote a HR community of best practice which will significantly contribute toward strengthening business performance.
- Support and advise managers on the recruitment, retention and management of a large casual workforce.
- Support business development activity within the segment to support the focus on growth agenda.
- Enhance HR engagement and quality of subsequent HR output in order to connect with our clients and strategically understand their business.
- Ensure HR Strategies directly support the delivery of exceptional guest and fan experiences across live events, venues and hospitality environments.
- Enable operational agility and workforce scalability to meet fluctuating event demand, seasonality and peak trading periods.
- Coach and counsel account(s)/segment leadership team and act as a single point of contact for them.

### 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.

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|-----------------|---|
| Characteristics | <ul style="list-style-type: none"> <li>• Large volume of casuals and a very transient workforce</li> <li>• 1,400 employees and 9,000 casual workers</li> <li>• Circa £66million worth of business across 20 venues</li> </ul> |
|-----------------|---|

**3. Organization chart** – Indicate schematically the position of the job within the organization. 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** – 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.

- Geographical spread of the business.
- Make up of business area – complex contracts.
- Large volume of casual workers and a requirement to ensure compliance with regulation in relation to this workforce.
- Requirement to work major events, sometimes working weekends and evenings.
- High profile customer facing environment where people performance directly impacts guest satisfaction and brand perception
- Rapid workforce scaling requirements driven by event schedules, requiring agile resourcing and deployment strategies

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

- **Leadership** – providing confident, visible leadership to the business, ensuring performance standards are met and delivered, talent and resources are utilised optimally, client HR relationships are nurtured and developed and all opportunities for best practice and growth are leveraged.
- **Mobilisation** - the quality of the ‘people transfer process’: HR due diligence, labour relations, induction and on-boarding.
- **Recruitment and talent management** - selecting, managing, engaging and developing highly performing and diverse teams, with right skills and capabilities. Working with HRD and

- internal/external talent team ensuring timely implementation of talent processes to ensure development in segment, including the establishment of succession and workforce plans.
- Compliance with SuccessFactors deadlines, ensuring annual review process, objective setting, career management, Hi-Po management, succession planning for Segment ensuring employees are engaging with the process and tools.
- **Financial & operational targets** – working to ensure committed targets are met or exceeded and that costs and revenues are closely managed. Measures include revenue growth, profitability, HR indicators, contract indicators and Health & Safety targets.
- Support contract profitability through effective labour cost management, productivity improvements and workforce optimisation across event and non-event days.
- Effective management of internal resources ensuring cooperation and social interaction – Engaging effectively in setting out expectations and requirement of the central advisory and subject matter experts, providing them with clear business briefs on services required to ensure a collaborative working relationship.
- Utilise available HR data and dashboards to challenge business managers on labour costs of both fixed and variable lines. Supporting the overall financial performance of the segment.
- **Contribution to the HR leadership of segment** – identifying synergies, best practice and other opportunities to improve.
- Drive the Sodexo Live! HR strategy regarding DE&I and engagement/reward and recognition
- Contributing to the achievement of the segment’s strategic objectives, priorities and HR strategy and implementing HR strategic priorities, ensuring the needs of the segment are met by HR.
- Maintaining full alignment with Group HR strategic priorities, HR policies, frameworks, guidelines and processes

**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.

#### Casual Workers

- Experience in dealing with and managing large volumes of casual workers is key to this role.
- Provide oversight and governance to the engagement of casual workers, carrying out regular audits to ensure compliance within the business (circa 9,000 casual workers in business area)
- Provide advice and guidance to staffing teams and site managers in relation to any worker issues raised in the business area that is not supported by the People Centre.
- Provide support to staffing teams in the business to ensure that they achieve their recruitment and training targets and delivery of the staffing function within sites.
- Manage update in legislation in relation to casual workers, roll out, implement, embed and check compliance.
- Dotted line management of the staffing teams in area of business.
- Innovation in reward, recognition and training initiatives within the casual workforce is required.
- Engagement with clients to ensure they are comfortable with our service delivery in this area.
- To support staffing teams and be present at major events (namely but not limited to Royal Ascot, Chelsea Flower Show, Henley Regatta, One off events, Concerts, high profile Football games).
- Support in the management of agency partners specialising in temporary workers. A lot of these agreements are managed locally/within segment as they sit outside of the Service Operations Purchasing team remit. This will entail, working with sites to understand their needs from an agency perspective, supporting with agency agreements, supporting in negotiating rates and escalating any issues from site level to the agency partners/Service Operations if they form part of the core supplier list.

### **HR Strategy**

- Understand challenges that the business managers face and assist in the implementation of business HR strategy and policy development.
- Report on an understand HR Analytics to influence progress and performance.
- Encourage 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 HR matters in a clear and concise way ensuring managers implement HR policies and practices.
- Keep up to date with employment legislation changes and ensure implementation across the segment.
- Play an active role in the evolution of the Employee Value Proposition (EVP) implementing a best-in-class people solution to drive our growth ambition and deliver successful deployment and people transition whilst engaging the business in this process.

### **HR Planning & Business Development:**

- Support the people transition element of mobilisations and demobilisations by providing HR knowledge and due diligence.
- Work with the HRD and central HR Advisory teams to ensure the effective facilitation and delivery of HR calendar events throughout the business, including application of Reward frameworks, Pay & Bonus Review, Spirit of Sodexo Awards, Long Service Awards, Engagement survey, Talent frameworks and Performance Management cycles etc...
- Employee Relations and Engagement
- Provide local support on complex ER matters and develop appropriate solutions. Build strong working relationships with PeopleCentre, regularly updating on segment activity to ensure a joined-up HR service is delivered to the business.
- Work with the Central HR teams 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 handling of cases.
- Manage local and head office communications and engagement achieving results as specified in KPI's.
- Be an advocate for Diversity, Equity and Inclusion within the segment working closely with the central advisory teams to identify issues and potential improvements.

### **Resourcing, Recruitment and On-boarding**

- Work with the Talent Acquisition Business Partner to understand local labour markets (workforce availability, reward, attraction and retention drivers) to improve delivery of resourcing solution resulting in the reduction of vacancies/ time to hire.
- Work with managers to identify resource needs across the business to maintain/improve performance.
- Spot check the effectiveness of pre-employment checks and onboarding and drive compliance with RTW.

### **Retention, Talent Management and Succession Planning**

- Clear and executable succession and talent plans for all account(s), division and sub-segment/segment supported leadership positions, & succession candidates developed.
- Lead, manage and co-ordinate talent management and succession planning processes on and across the segment in full alignment with the policies, frameworks, guidelines and processes developed by Internal Talent team. Collaborate with Regional HR and dedicated other HRBP's to ensure identified talent is developed and succession risks are anticipated, diagnosing causes of staff turnover and implement interventions.



**L&D**

- Assist the Sodexo Live! Academy Manager to conduct overall skills gap analysis in line with the business and HR strategy to identify areas for learning development involvement.
- Ensuring in partnership with Regional HR & operational teams – that all training needs are systematically identified and via HR Services delivered.
- Create a culture of innovation and continuous learning and improvement. Identify strategically important capability gaps and develop solutions to successfully solve current and future capability gaps by working with Academy Manager.

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

- Educated to degree level, CIPD qualified or qualified by experience
- Experience managing and supporting a large volume casual workforce
- Extensive HR generalist experience and detailed understanding of all aspects of HR Management including reward, resourcing, talent management/succession planning, change management and employee relations
- Proven experience in working in a matrix organisation and building diverse teams
- Developed client relationship management skills
- Strong analytical skills and proven understanding of human capital measurement and delivery of performance improvement interventions
- Professional and commercial acumen, with strong influencing and stakeholder management skills
- Experience of organisation development and design, and facilitation of change including consultation and engagement
- Excellent interpersonal and presentation skills
- Excellent communication, influencing, coaching and facilitation skills
- Well organised, responsive, and able to work under pressure
- Ability to work in high-pressure, live environments
- Exposure to the Live event industry is desired
- Experience in multi-site, operational or even-led environments

**8. Management Approval** – To be completed by document owner

Version	1	Date	June 2026
Document Owner	Alexis Kennedy		

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

Employee Name		Date	
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