

Job Description:

Lived Experience Facilitator

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| Function: | Defence |
| Generic job: | Lived Experience Facilitator (TLE Facilitator) |
| Position: | Trainer/Facilitator |
| Job holder: | |
| Date (in job since): | |
| Immediate manager (N+1 Job title and name): | HRBP |
| Additional reporting line to: | |
| Position location: | Hestia South (It may be wise to include all locations here so applicants know the distance they will need to cover within role.) |

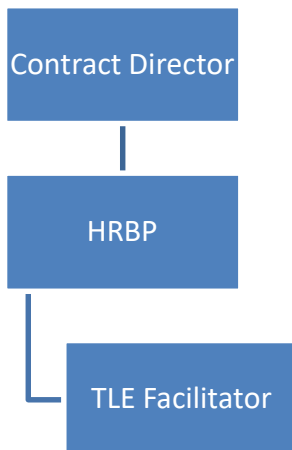
1. Purpose of the job

- To plan, organise, manage, and deliver the roll out of the Lived Experience programme sessions within Hestia South to manager and frontline colleague population.
- Be responsible for delivering all sessions within session timings, including some sessions that will need to be delivered during the evening and at weekends.
- To ensure standard of delivery is maintained and programme materials are followed ensuring consistency of delivery.
- Ensure full attendance records are undertaken for all Lived Experience programme sessions and report on progress as required.
- Update feedback spreadsheet after delivery of each session, ensuring accuracy is maintained.
- To work collaboratively with the operational team to ensure managers and colleagues are released to attend the required sessions.
- Effectively manage and facilitate managers and colleagues during each Lived Experience session.
- Contribute on The Lived Experience feedback calls to ensure progress, successes and concerns are provided/shared.
- Gain and use operational information within each session to help embed learning and understanding.
- Support the programme by ensuring the correct uniform for delivery is worn at each session.
- Role model The Lived Experience Service Hallmarks.
- Work effectively with co facilitator.
- Promote The Lived Experience on the internal Facebook page by uploading photos of each group and promoting the three Service Hallmarks.

2. Dimensions

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|---|------|--------------------|-----|-----------------|-----|-----------------------------|-----|------------------|-----|
| Revenue FY13: | €tbc | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc |
| | | EBIT margin: | tbc | | | Outsourcing growth rate: | n/a | HR in Region | tbc |
| | | Net income growth: | tbc | | | | | | |
| | | Cash conversion: | tbc | | | | | | |
| Characteristics <ul style="list-style-type: none">(Not sure what should be include here.) | | | | | | | | | |

3. Organisation chart



4. Context and main issues

- Effectively manage and co-facilitate a diverse range of colleagues attending each session.
- Ensure at least ten delegates attend each session delivered to ensure discussion and all activities can be delivered.
- Ensure all sessions are delivered in line with the materials provided.
- Ensure all collateral is available for each session and request additional collateral in time so each session is delivered as designed.
- Report back to HRBP any issues or concerns that arise during a session so they can be investigated and resolved.
- Role model The Lived Experience Service Hallmark behaviours.
- Ensure appropriate time is given to set up and store collateral before and after delivery to ensure delivery timings are met for every session.

5. Main assignments

- To be able to deliver effectively all The Lived Experience sessions: 'Leaders Connection Event', 'Colleague Connection Event', 'It's All About You Part 1' and 'It's All About You Part 2'.
- Delivery will be required during the day, however, there will be a requirement to deliver some sessions in the evening and at weekends to ensure part time evening colleagues and weekend colleagues complete the required sessions.
- To work effectively with co-facilitator and share all aspects of preparation, delivery, monitoring, and reporting.
- Ensure monitoring of attendance is completed and kept up to date.
- Ensure evaluation of each session is completed by updating the required feedback spreadsheet.
- Attend any Facilitators Teams Calls and actively contribute on progress, issues, and concerns.
- Regularly update the HRBP on progress, issues, and concerns.

6. Accountabilities

- Complete roll out of The Lived Experience Programme within Hestia South by XXX
- Ensure a minimum of ten delegates attend each session, except for evening and weekend colleagues where numbers may be lower.

Leadership and people

- The role holder will role model the company values and The Lived Experience behaviours and ensure they are reinforced at every opportunity. The role holder will provide leadership and clear direction during the facilitation of each session. The role holder is responsible for supporting the delivery of The Lived Experience by using local examples of changes, improvements and service delivery options provided to our customer base, to help embed the new Service Hallmarks and engage colleagues during each session.

Risk, governance and compliance

- The role holder is accountable for ensuring all monitoring of attendance and evaluation of each session is recorded effectively after each session.

Financial management

- The role holder is accountable for planning sessions that support operational service delivery.

Relationship management

- The role holder is responsible for building and maintaining effective working relationships with their co facilitator and management population to ensure smooth planning and delivery of each Lived Experience session. The role holder is required to quickly build a positive impact on colleagues attending each session to engage, communicate and support their individual learning so our new Lived Experience Service Hallmarks are understood and adopted after they leave the session/s. The role holder must seek to understand the business environment, new initiatives, service offers and improvements that have been or are being implemented within the business and use these within each session. The role holder will manage colleagues that attend the session in a professional manner, role modelling The Lived Experience Service Hallmarks.

Operational management

- The role holder will be responsible for ensuring the environment in which they are delivering is safe, taking corrective action where necessary.

Service excellence

- The role holder will be responsible for all aspects of The Lived Experience sessions including:
- Build and maintain an effective working relationship with co facilitator.
- Responsible for role modelling The Lived Experience Service Hallmarks.
- Planning in sessions.
- Ensuring a minimum of ten nominations are achieved for each session.
- Effective and timely delivery of all sessions.
- Timely set up for each session and pack away after each session.
- Requesting additional collateral when required to ensure each session is delivered as designed.
- Effective monitoring of attendance and completion of evaluation sheets following delivery.

Continuous development

- The role holder will be responsible for keeping up to date with operational improvements and include within each of The Lived Experience sessions to bring the session to life as well as providing colleagues with examples of what we are doing or working on to ensure we deliver a great Lived Experience.

7. Person Specification

Essential:

- Effective Communication skills: verbally, written, questioning, and listening skills.
- Effective time management.
- Enthusiasm for the subject and the ability to encourage, guide and support colleague through The Lived Experience journey.
- Leadership skills and knowledge to effectively manage session groups.
- Ensuring health & safety requirements are maintained with location of delivery.
- Able to work effectively with co facilitator.
- Able to demonstrate working knowledge of MS Office (Word, Excel, and Outlook).
- Able to demonstrate attention to detail and adherence to standards.
- Able to build and maintain effective working relationships.

Desirable:

- Experience of working within military environment.
- Training or facilitation experience.
- Knowledge of The Lived Experience.
- Proven track record of leading, managing and developing a team.

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

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|---------------------------|---------------------------|
| ▪ Customer Focus | ▪ Employee Engagement |
| ▪ Resourcefulness | ▪ Planning and organising |
| ▪ Resilience | ▪ Commercial Awareness |
| ▪ Accountability | |
| ▪ Communicate Effectively | |
| ▪ Decision Quality | |

9. Management Approval – To be completed by document owner

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|----------------|----|------|-----------|
| Version | 1 | Date | 26/9/2024 |
| Document Owner | SH | | |