

# JOB DESCRIPTION: SOCIAL VALUE MANAGER

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|------------------------------------------------|---------------------------------------------|
| Function:                                      | Facilities Management                       |
| Position:                                      | <b>SOCIAL VALUE &amp; WELLBEING MANAGER</b> |
| Immediate manager<br>(N+1 Job title and name): | Business Director                           |
| Additional reporting line to:                  |                                             |
| Position location:                             | Queens Hospital Romford                     |

## 1. Purpose of the Job

The purpose of a Social Value and Wellbeing Manager for an NHS/Sodexo contract at Queens Hospital Romford is to ensure that social value principles are integrated into the delivery of services, thereby enhancing the overall well-being of the Staff and local community.

Responsible for embedding sustainability in everything we do, engaging with the local community and implementing the initiatives in our community Impact social value plan in support of Queens Hospital monitoring progress against social value commitments.

The key responsibilities of the Social Value Manager include

- **Community Engagement:** Building strong relationships with local stakeholders, community groups, and patients to understand their needs and priorities. This involves facilitating consultations and feedback mechanisms to ensure that the services provided align with community expectations.
- **Implementation of Social Value Initiatives:** Developing and executing strategies that promote social value, such as local employment opportunities, training programs, and support for local businesses. This may also include initiatives aimed at improving health and well-being in the community.
- **Monitoring and Reporting:** Establishing metrics and key performance indicators to assess the impact of social value initiatives. Regularly reporting on progress to stakeholders, including the NHS and Sodexo management, to demonstrate accountability and transparency.
- **Collaboration and Partnerships:** Working collaboratively with NHS staff, Sodexo teams, and other partners to identify opportunities for joint initiatives that benefit the community and enhance service delivery.
- **Compliance and Best Practices:** Ensuring that all social value activities comply with relevant regulations and best practices. Along with staying informed about national and local social value policies and frameworks to include delivering equal opportunities, fighting climate change, tackling economic equality and, wellbeing and any other social value activity.
- **Capacity Building:** Supporting the development of skills and capabilities within the organisation and the community to sustain social value initiatives long-term.
- **Advocacy for Social Value:** Promoting the benefits of social value to both internal and external stakeholders, fostering a culture of social responsibility within the organisation.

By fulfilling these roles, the Social Value and Wellbeing Manager will contribute to the overall mission of the NHS and Sodexo to improve health outcomes, enhance community resilience, and create lasting positive impacts at Queens Hospital Romford



A Sodexo Initiative

## 2. Organisation chart



## 3. Main assignments

Your main assignments would encompass a variety of responsibilities aimed at maximising social value within the healthcare environment. Here are some key assignments you may be expected to undertake:

1. Strategic Planning and Implementation
  - Develop and implement a social value strategy aligned with the hospital's goals and Sodexo's objectives.
  - Identify key performance indicators (KPIs) to measure the impact of social value initiatives.
2. Stakeholder Engagement
  - Collaborate with hospital staff, Sodexo management, local community organisations, and other stakeholders to identify social value opportunities.
  - Facilitate workshops and meetings to gather input and foster collaboration on social value initiatives.
3. Community Outreach and Development
  - Design and implement programs that support local communities, such as employment initiatives, training programs, and health promotion activities.
  - Build partnerships with local charities, educational institutions, and other organizations to enhance social value efforts.
4. Monitoring and Reporting
  - Establish a framework for monitoring and evaluating the effectiveness of social value initiatives.
  - Prepare regular reports for hospital management and Sodexo to showcase progress, outcomes, and areas for improvement.
5. Training and Capacity Building
  - Provide training and support to hospital and Sodexo staff on social value principles and practices.
  - Promote awareness of social value and wellbeing initiatives among staff and encourage participation.
6. Policy Development
  - Contribute to the development of policies and practices that integrate social value into procurement, contract management, and operational processes.
  - Ensure compliance with relevant legislation and guidelines related to social value.
7. Sustainability Initiatives
  - Identify and promote sustainable practices within the hospital and Sodexo operations that contribute to social and environmental well-being.
  - Work on initiatives that reduce the carbon footprint and promote health and well-being.
8. Public Relations and Communication
  - Develop communication strategies to raise awareness of social value and wellbeing initiatives among staff,

patients, and the wider community.

- Share success stories and best practices through various channels, including social media, in house newsletter and community events.
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9. Research and Development

- Stay informed about best practices and emerging trends in social value management and healthcare.
- Conduct research to identify new opportunities for enhancing social value within the hospital setting.

10. Crisis Management and Response

- Develop and implement plans to address social value concerns that may arise during crises, such as health emergencies or community challenges.
- Overall, the role of Social Value and wellbeing Manager is to ensure that the partnership between Queens Hospital and Sodexo not only focus on operational efficiency but also contributes positively to the community and enhances the overall well-being of patients and staff.

11. Embed Sodexo Branding

- Actively support wellbeing at work. Build a culture of inclusion and belonging by recognising and celebrating key cultural, religious and social events.
- Promote and Increase participation in volunteering activities
- Create a monthly newsletter to share company updates, resources and opportunities.
- Develop a communication strategy between employees and managers
- Deliver agreed MTA social impact commitments
- Embed wellbeing and inclusion champions network to include neurodiversity ensuring visibility and support
- Adopt shift and grow strategy into all social value activities strengthening sustainability and social impact initiatives.

#### 4. Accountabilities

##### **Safety**

- Act in a safe manner at all times, setting a positive example to all staff
- Achieve zero environmental fines or prosecutions

##### **Operations**

- Support site teams as required to drive a proactive approach to Corporate Social Responsibility (CSR) and Social Value
- Coordinate forums and network groups as necessary to share best practice.
- All documentation produced is accurate, on time and to a high standard

##### **Client**

- Attend client meetings as appropriate to report on environmental and sustainability issues
- Maintain detailed and clear meeting minutes communication with clients and key stakeholders
- Liaise with client's communications, CSR and SV representatives on joint activities and to promote
- Sodexo's brand and enhance our reputation and effectiveness

##### **Business Improvement**

- Keep apprised of the latest innovations and best practice

## 5. Person Specification

### Essential Skills

- Ability to create PowerPoint presentations to high an exceptionally high standard
- Exceptional written and spoken English language skills – spelling and grammar is key
- Able to prioritise workload effectively.
- Is thorough and shows attention to detail.
- Able to proof-read and edit documentation
- Ability to work on their own and effectively as part of a team
- Makes appropriate decisions - able to analyse problems and propose suitable solutions.
- Takes responsibility when needed.
- Acts with initiative.
- Demonstrates energy and enthusiasm. Seeks opportunities to develop self.
- Responds helpfully and courteously to requests for information or help in a timely manner.
- Communicates effectively and is a good listener.
- Makes a confident contribution in all situations.
- Proactive
- Ability to be resilient and adaptable
- Excellent communication, organisational and administration skills.
- Excellent organisational and time management skills, ability to plan and deliver objectives within an agreed timeframe. Proficient with Microsoft office applications (including Outlook, Word, Excel, Adobe, PowerPoint).
- Strong working knowledge and technical ability in using Microsoft PowerPoint and Excel

### Experience Required:

- Effective communicator with the ability to influence and advise colleagues at all levels
- A methodical and analytical approach to long term challenges, the ability to identify objectives and develop strategies to address them
- Requires minimum 3 years of experience in the field or in a related area.
- Experience of corporate social responsibility requirements
- Have worked in an environment where confidentiality is important
- Proven experience within a similar role, working with an extremely busy team and with very high standards
- Demonstrates discretion and ability to deal with confidential issues

### Desirable, but not essential

- Experience of facilities management.
- Experience working with local community groups and charitable organisations

### Other Relevant Information

- This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals.
- The post holder will be required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business

## 6. Competencies

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|-------------------------------------------------------------------------|----------------------------------|
| ■ Growth, Client & Customer Satisfaction / Quality of Services provided | ■ Leadership & People Management |
| ■ Rigorous management of results                                        | ■ Innovation and Change          |
| ■ Brand Notoriety                                                       | ■ Employee Engagement            |
| ■ Commercial Awareness                                                  | ■                                |