

Job Description: Employee Experience Solutions Manager



Function:	Transversal Functions (Human Resources)
Job:	OD Project Co-Ordinator 2 - I2 - SAP ID 931
Position:	Employee Experience Solutions Manager
Job holder:	TBC
Date (in job since):	TBC
Immediate manager (N+1 Job title and name):	Head of Change, Employee Experience & People Performance
Additional reporting line to:	
Position location:	Home based

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

- Support design and operational delivery of employee experience solutions (engagement, wellbeing, performance and cultural change) using global insights that are innovative and best reflect our business values, in line with regional and group requirements. Delivering initiatives which support our strategy, responding to business activities and seek opportunities to maximise employee experience.
- Develop communication frameworks, culture change journeys and structure programme content to create a rewarding workplace that attracts first-class talent, promotes high-performance and provides leadership and direction in turn elevating our brand.
- Work with the Head of Diversity, Equity and Inclusion to build upon and implement a conscious inclusion strategy, supporting an inclusive regional culture and community aligned to our values. Consider how we think global with our wellbeing offering and build our approach into our conscious inclusion plan over time.
- Lead on developing our narrative around how we aim to capture people related STEP data in areas linked to conscious inclusion.
- Support the implementation and delivery of talent attraction, development and retention in UK&I by working with the Head of Talent Acquisition, Head of Talent Management and Insights Lead to deliver exceptional service throughout our business placing us as the employer of choice in the marketplace.
- Support ongoing projects in line with global and regional needs.

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.

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 ■ Add point									

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.

Head of Change, Employee
Experience & People Performance

Employee Experience Solutions
Manager

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.

- Building, developing and maintaining a broad range of relationships across the depth and breadth of the organisation, managing upwards, sideways and downwards to influence and affect change.
- Managing multiple conflicting priorities at the same time, ensuring continuous feedback is sought to understand business priorities and shift your own priorities accordingly.
- Understanding and meeting tight and strict deadlines in relation to employee experience solution deployment.
- Navigating stakeholders to build a strong understanding of current and future business requirements
- Project management of complex initiatives

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

- Work collaboratively with HRDs / HRBPs and Group HR to identify options to address gaps/issues.
- Act as the culture change and engagement expert for the business by researching and developing culture change and engagement materials, tools and training products, including best practice from outside the business, and promoting these appropriately within the business to support segments and line managers in achieving their employee engagement goals.
- Drive efficiency and utilization of change resources to meet key performance targets.
- Work with creative and digital teams, briefing and developing engaging internal communications to support and drive culture change and engagement programme.
- Actively contribute ideas, influence decisions, and understand the business's needs and how this role and our function can improve personal and business performance and goals.
- Conduct impact analyses, assess change readiness and identify key stakeholders.
- Partner with the Rewards team to ensure our performance management practices align to our reward mechanisms.
- Prove effectiveness of new processes and operating model through a series of early deliverables – taking on-board relevant insights/learnings.
- Actively contribute ideas, influence decisions, and understand the business's needs by examining trends in data to identify systemic issues and/or improvement opportunities, and how this role and our function can improve personal and business performance and goals.
- Collaborate with senior managers and wider HR teams to create world class and consistent brand experience and embed our employer brand messaging and sustain positive employee relations programs, higher engagement and best practices to help identify appropriate leadership actions, incorporating resolutions with minimum business impact (continuity, cost, reputation).
- Deliver high quality, timely and effective internal client and/or external customer focused HR expertise within learning and development, identifying opportunities, addressing problems, creating possible solutions and providing continual improvement suggestions.

- Contribute to the planning and implementation of HR and business projects, providing insight from area of expertise.
- Partner with colleagues to ensure culture change and engagement is closely integrated into each area, and that all OD activity is aligned with the overall engagement philosophy.
- Work closely with relevant global stakeholders to understand regional cultural sensitivities and local conscious inclusion needs.
- Build relationships with Senior Leaders, People Communities, Conscious Inclusion Champions and our employees to ensure our approach to conscious inclusion is built from within.
- Establish and implement the Health, Safety, Environmental & Quality strategy, promoting best practice.
- Develop and ensure that all health and wellbeing policies, procedures, rules and regulations are adhered to, and are regularly reviewed, updated and communicated.
- Develop and maintain regional digital presence including social media as well as contributing to global digital presence.
- Be responsible centrally for all health and wellbeing activities, identify and promote success stories to further drive support for Health and Wellbeing, recognise positive behaviours and encourage others.
- Make recommendations for other effective recruitment platforms for our industry.
- Manage any expenditure in line with budgets.
- Prepare and deliver presentations for user, management, and executive level audiences.
- Support the engagement, wellbeing, talent and performance communication plans through appropriate channels, including but not exclusively the Reward Hub, Wellbeing Hub, Poppulo Mobile, Sodexo_Net; partnering with segment communications leads to cascade key messages through local channels, e.g. newsletters, Facebook pages.
- Drive the continuous development and innovative improvement of Sodexo_Net, including but not exclusively the 'Aspire', "Wellbeing" and 'Employee Engagement' sections; partnering with members of the HR Services Leadership Team to ensure consistent and joined up messages to support the HR Services strategy.
- Provide an agile and flexible approach to meeting changing needs, this includes employer branding, Diversity & Inclusion, preboarding, emerging talent to optimizing recruitment campaigns, deliver great results and return on investment for Sodexo UK&I business.

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.

- Design and deliver targeted solutions with a high degree of focus on scale and growth, including strategic planning on the engagement philosophy, people policies, processes and change management.
- Actively access and develop the resources needed to promote wellbeing in the workplace and at home to deliver a Mental Health and Wellbeing strategy to all employees in UK&I, ensuring to secure agreement from Health, Safety & Wellbeing Leads within segment, Line Managers and Senior Management.
- Seek out and champion opportunities to improve business results including performance and engagement of individuals and teams, working with Corporate Comms to produce and deliver communication plans and evaluating impact.
- Develop an implementation plan for delivering culture changes.
- Manage and implement our engagement measurement processes, including the biennial and pulse engagement surveys. In addition devise and run other ad-hoc engagement measures that can be delivered as required (e.g. focus groups, pulse surveys).
- Actively perform market research to source and assist to promote new and innovative ways to improve recruitment processes that meet growing demands, including the application of relevant technology e.g. AI automation.
- Actively research and advise on various routes to market, ensuring alignment with our communications and marketing teams to integrate all social media strategies to leverage brand advocacy.

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

- Experience with the use of a variety of digital channels to deliver initiatives to target audiences
- Thorough knowledge and skills with relevant business software systems; i.e., Word, Excel, Access, PowerPoint
- PMO experience
- Strong organizational and time management skills
- Strong initiative and follow-through, self-motivated and results-oriented to set and meet aggressive commitments
- Ability to apply knowledge and manage issues to get to resolution avoiding misunderstanding, conflict or unwillingness
- Demonstrate a collaborative style and have worked across a diverse range of business units and workforce
- Ability to use discretion, exercise good judgment and resourcefulness, tact, diplomacy and maintain strict confidentiality
- Strong communication, networking, observational and interpersonal skills
- Demonstrable expertise and technical ability in designing and implementing engagement programmes or communications campaigns and building leader or manager capability in this area
- Understanding of engagement survey methodology, market research and planning techniques
- Able to be agile and flexible in terms of supporting all aspects of the talent agenda.
- Pro- active – always seeking opportunities to add value to the business.
- Change Management – able to see change as an opportunity and drive change.
- Innovative and Creative – able to translate processes in ways that sit the region, with the ability to solve and pre-empt problems.

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

▪ Growth, Client & Customer Satisfaction	▪ 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	1.2	Date	March 2022
Document Owner			

11. Employee Approval

Signed:.....

Dated:.....