



Job Description: Sodexo Live!

Function:	Sodexo Live!
Position:	HSEQ Advisor
Job holder:	N/A
Date (in job since):	N/A
Immediate manager (N+1 Job title and name):	Head of Operations
Additional reporting line to:	Catering Services Director
Position location:	NUFC-St James Park

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

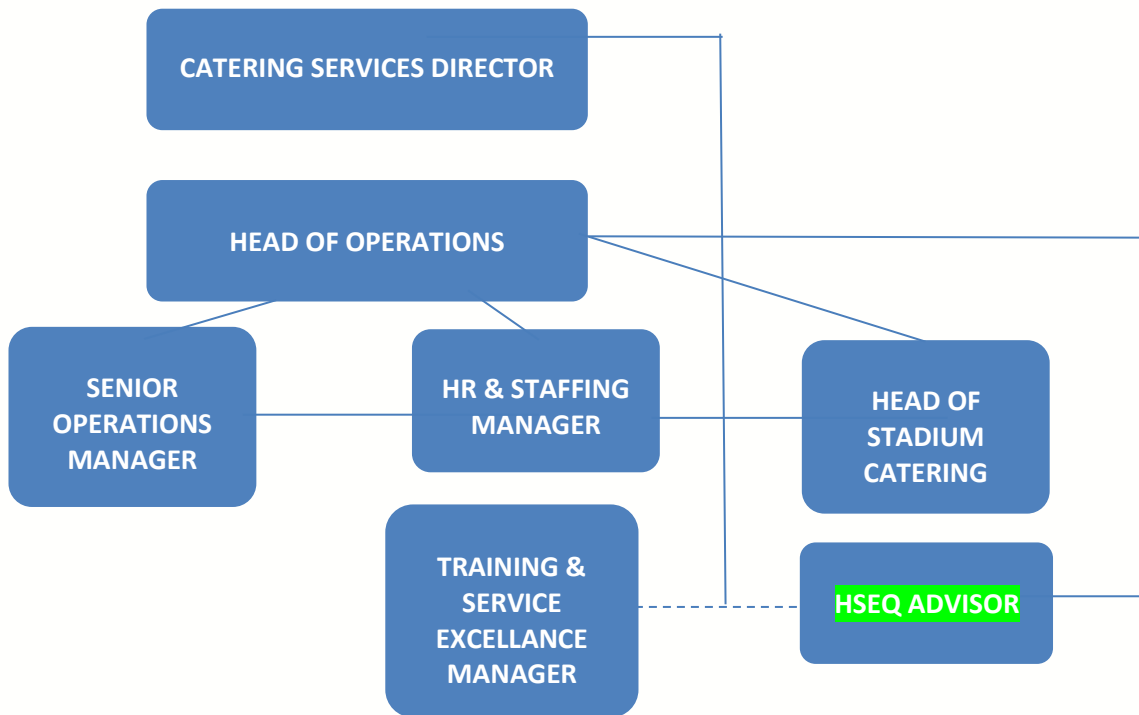
- To provide professional HSEQ and Food Safety support to Sodexo Live operations at St James' Park, ensuring that catering, hospitality and event operations are delivered safely, compliantly and in accordance with Sodexo policies, legal requirements and client expectations
- Drive continual improvement in HSEQ culture and performance through implementing and embedding Regional and Segment initiatives and campaigns as appropriate
- The HSEQ Advisor will provide technical and legislative support to all the above teams which deliver various soft services
- The HSEQ Advisor will be responsible for several KPIs – i.e. Safety Training delivery, accident & near miss reporting and investigation including safety net reviews and Root Cause analysis, reporting an investigation of food incidents, internal audits, high volume food production and service
- Responsible for maintaining and developing systems which ensure that risks are being managed in accordance with legal, statutory, and contractual requirements

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.

- 52700 capacity stadia
- Circa 1900 casual staff
- Up to 40 live event days per annum

3. Organisation 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.

3. Organisation chart



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.

- Implement and embed and continually monitor Sodexo QHSE policy and procedures on site to ensure the compliance with best practise and legislative requirements
- Managing HSEQ risks within a fast-paced, high-volume catering and hospitality operation
- Supporting safe operations during matchdays, concerts and other major events.
- Managing the risks associated with temporary and casual event staff.
- Ensuring consistent compliance across multiple catering outlets, kitchens, hospitality areas and food concessions
- Balancing operational demands with legal, client and Sodexo Live! compliance requirements
- Develop and maintain compliance management system, ensuring that documents are appropriately filed for the site in accordance with the Document Management system (DMS) records retention requirements and that support the Corporate Certifications for ISO9001; ISO14001 and ISO45001.
- Develop site specific risk assessments with the operations teams, ensure these are up to date and support communication to the operations team
- Support the maintenance of food/health and Safety-standards by auditing and investigating food/health & Safety related complaints
- Develop and implement safe systems of work for tasks undertaken across site, ensuring compliance with legislation, such as COSHH, manual handling, PPE, first aid, allergen, and calorie management
- Work collaboratively with the client stadium Safety, Security and Operations teams to ensure Sodexo Live activities are safely integrated into matchday and event operations

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

- Compliance
- Develop and maintain compliance management systems

- In addition to ensuring compliance with the Electrical Safety Policy processes, undertake additional, documented visual checks on portable electrical equipment
- Assist the Executive Chef with the implementation, management and auditing of the UK&I Food & Safety Management Policy
- Manage the Transport Safety Policy on site ensuring that all users are compliant with process
- Ensure Licensing requirements for site activities are identified and processes followed in line with licensing legislation
- Advise on matters relating to HSEQ policies including the obligations and responsibilities of managers and employees, providing comprehensive and practical advice to managers on best practise
- Assist with the implementation of the UK&I waste management policy ensuring that procedures, as specified by the client (NUFC), are complied with and that handling, storage, transportation, and disposal arrangements are appropriate
- Provide reports on H&S activities and compliance and any non-compliance to the client
- Assist and prepare site for EHO inspections
- Assist with the co-ordination of safety requirements for emergency plans and fire drills
- Preparation for audits from internal and external stakeholders
- Assist with Third Party Management: Site level H&S assessment of subcontractors and induction
- Manage Sodexo first aid and PPE provisions on site ensuring systems are in place to issue, audit and restock
- Ensure all site records associated to the SEMS system are retained in accordance with policy and are audited to ensure they are compliant and in date
- Ensure the development, organisation, and fulfilment of risk assessments (including COSHH, DSE & RAMS), their record keeping and review
- Ensure all near misses are recorded appropriately and reviewed to ensure corrective and preventative actions are taken

• Operational

- On operational event days, ensure that regular H&S walks are undertaken across site, with a particular focus on the prevention and other high-risk areas such as kitchen and food service areas
- Ensure effective and immediate resolution of any H&S areas of non-compliance and report on this
- For our event days, attend site prior to the operational days to ensure SEMS is effectively implemented across all units of the event, and on operational days complete regular H&S walks across the site, resolving any areas of non-compliance
- Work with Operational Managers on site to identify any H&S knowledge gaps and organise the relevant training address, paying particular attention to any new starters and their induction process
- Assist with the governance and auditing process for Food Concessions on site for event days
- Present and deliver company Health & Safety training regarding local induction training, workshops and toolbox sessions to ensure compliance and drive improvements and ensure that they are recorded
- To ensure client relationships are maintained, including all internal departments for both Sodexo and NUFC, visitors, external clients and contractors
- Chair internal H&S meetings for HODs to drive Health and Safety awareness and improvements, ensuring these are documented and that any action points are completed and documented
- Undertake weekly site audits to ensure safe working procedures are being adhered to and align with the Sodexo
- HSEQ policies. Ensure audits and any action points are documented and completed within agreed timeframe and recorded on SALUS
- Attend all client H&S meetings, reporting on areas as required within the SLA and also ensure any action points from the meeting are resolved and communicated within agreed timeframe
- Ensure that all accidents, incidents and near misses are reported and investigated in accordance with procedure and that any corrective or preventative actions followed through and recorded within agreed timeframes. Monitor and interpret the statistical data to formulate a meaningful monthly report.
- Collaborate with client H&S team to ensure best practice is adopted across the venue

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.

- Ensure the implementation and use of the HSEQ section of the Document Management System (DMS) is effectively implemented across site and event locations, temporary or permanent
- Communicate the requirements of the HSEQ section of the Document Management System (DMS) across the site, including the site Management teams and frontline employees
- Ensure Licensing requirements for site activities are identified and processes followed in line with licensing legislation
- Drive and promote a positive safety culture through all activities carried out
- Interface, both proactively and reactively, with NUFC (the client) HSEQ Manager/Consultants in the promotion of Sodexo's HSEQ policies, strategies, plans, and risk control arrangement

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

Essential:

- Level 4 Food Safety Qualification (or to be met within 6 months)
- Experience and responsibility for a safety management system operation
- Commitment to HSE management and experience within an HSE role
- Demonstrable working knowledge of HSEQ working practices and Food Hygiene and H&S legislation.
- Sufficient and relevant experience within a similar sector.
- Experience of compliance and audit management systems.
- Experience in accident investigation.
- Ability to demonstrate effective listening, written and verbal communication skills.
- Ability to identify and implement innovative and solutions drive improvements in H&S on site.
- Ability to carry out data analysis with sharp attention to detail
- IT Skills – Good working knowledge of MS Office, including:
 - Word – create and edit documents and reports
 - Excel – able to use intermediate data analysis tools
 - PowerPoint – intermediate level
- Ability to organise workloads and to prioritise effectively
- Certification to NEBOSH Qualification (or to be met within agreed timescale)

Desirable but not essential:

- Good organizational and communication skills and production of concise information.
- Ability to prioritise work to tight deadlines, both prescribed and self – imposed.
- Ability to establish and maintain good working relationships at all levels.
- Experience of managing safety in a similar environment
- Ability to demonstrate achievement of continuous improvement in the workplace
- Experience of presenting at client review forums and completing relevant information
- HSEQ and/or Auditing qualification and/or experience
- First Aid qualification
- Member of relevant professional body, for example Chartered Institute of Environmental Health (CIEH), Institution of Occupational Safety and Health (IOSH), etc...



8. Management Approval – To be completed by document owner

Version	1	Date 03/09/26	
Document Owner			

9. Employee Approval – To be completed by employee

Employee Name		Date	
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