

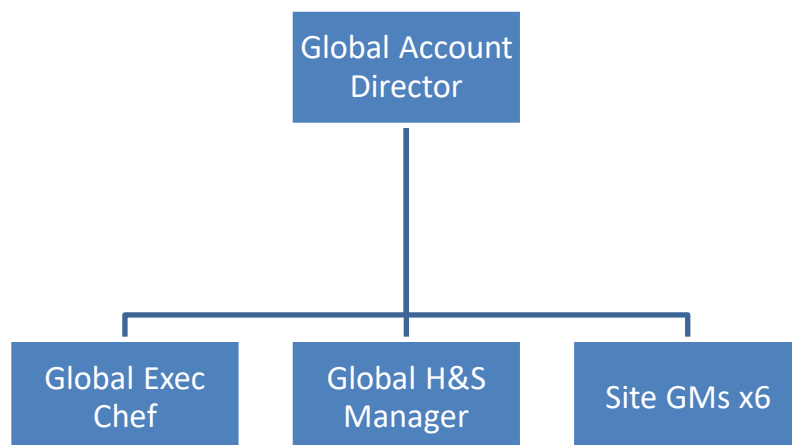
Function:	Sodexo Live!
Position:	Health and Safety Manager – Virgin Clubhouses
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Account Director John Marks
Additional reporting line to:	
Position location:	UK Based – no fixed location, Multi-site – LHR, JFK, IAD, SFO, JNB, LAX (travel as required) with office space available at LHR

1. Purpose of the Job

As the Health & Safety Manager, you will be responsible for leading and managing all aspects of Health, Safety, Quality, Environmental (HSQE), and Food Safety across the Virgin Atlantic Clubhouses in the UK, US, and South Africa. You will ensure compliance with all relevant legal, client, and company policies while promoting a proactive Zero Harm culture in both permanent and transient hospitality environments.

You will be a key strategic partner to operational leadership, supporting performance improvement, risk mitigation, and continuous development of our global HSEQ framework

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.



2. Dimensions

- Ensure a Safety Maturity Rating of Level Two. Put in place processes and plans to move to level three and ultimately a level four Maturity Rating
- The LTI RTM target is 0.32

- Near Miss to Accident ratio is currently 1:42
- Employee Engagement rate of 80% (2023), implementing plans to grow improve
- Ambition to grow current turnover significantly over the next five years
- Ambition to grow business GP by circa. 280 bps

3. 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.

- Sodexo Live! operates as a globally managed segment whereas other segments within the UK are regionally managed
- There is a global focus on driving a Zero Harm Mindset across the business
- The Sodexo Live! business is primarily built on food related services in large scale and on occasion temporary facilities
- The workforce of the segment has a large casual population nature, with a proportion of this coming from agency partners, requiring consideration in communication and training methodology
- The wider food safety environment is continuing to develop, increasing the focus on allergens and providing the customer base with information relating to menu choices
- Safety metrics can vary site by site across the segment and in market sectors both in real and relative terms

4. Main assignments

Leadership & Strategy

- Lead the implementation of Sodexo's HSEQ strategy across all clubhouse locations globally.
- Drive a Zero Harm Mindset and embed safety culture at all levels through training, leadership engagement, and communication.
- Act as a thought leader in HSQE, advising senior management on global regulatory trends and proactive risk management.
- Participate in and contribute to Sodexo's global and regional HSQE forums.

Operational Compliance & Auditing

- Conduct regular audits (T1/T2), site inspections, and risk assessments at each location.
- Support internal and external audits including ISO45001, ISO9001, and ISO14001.
- Ensure compliance with regional HSE legislation (UK HSE, OSHA, and local equivalents in JNB).
- Oversee documentation compliance in the Sodexo Management System (SMS), DMS, and Salus platforms.
- Ensure safe systems of work are implemented and reviewed across operations (manual handling, COSHH, PPE, etc.).

Incident Management

- Lead investigations into all RIDDOR/OSHA reportable incidents, near misses, and food safety incidents using root cause analysis.
- Support timely close-out of all incident actions and ensure that learnings are shared across sites via Quick Share or internal communications.
- Collaborate with site teams and external regulators where applicable.

Risk & Business Continuity

- Maintain and review site-specific risk registers and Business Continuity Plans.
- Support emergency preparedness including drills, training, and client assurance requirements.
- Champion allergen awareness, food hygiene best practices, and client-specific safety goals.

Training & Development

- Coordinate safety induction programs for new staff, including agency and casual workers.
- Deliver toolbox talks, workshops, and refresher training in line with Sodexo and local legislative standards.
- Identify knowledge gaps and implement corrective actions with site leadership.

Stakeholder Engagement

- Liaise with Virgin Atlantic stakeholders and regional management to ensure a unified approach to HSEQ.
- Chair regular HSEQ meetings and contribute to monthly reports and governance updates.
- Maintain excellent working relationships with airport authorities, local regulatory bodies, and client representatives.

5. Accountabilities

- Achievement of continual improvement in the Zero Harm Mindset Maturity Index of the Sodexo Live! business
- Achievement of continual improvement in the Food Safety Maturity Index of the Sodexo Live! business
- Ongoing reduction in the LTIR rate of the Sodexo Live! business
- Rating of above 80% in all T3 audits across the segment
- Between 75 and 99% of all T3 audit actions closed out within the specified timeframe
- iCertainty scores of X% over Y timeframe

6. Person Specification

Qualifications:

- NEBOSH General Certificate
- Intermediate Food hygiene Level 3 or above
- Food Safety Level 4
- Desirable to have Chartered Environmental Health Practitioner, Chartered Safety and Health Practitioner or similar and Environmental management experience and/or qualification

Skills and Competencies:

- Experience in a health and safety role, preferably within a multi-site organisation.
- Strong knowledge of HSQE regulations, standards, and best practices.
- Excellent leadership, communication, interpersonal and presentation skills.
- Ability to influence, engage and motivate management and cross-functional teams.
- Strong problem-solving and decision-making abilities.
- Experience with risk management and business continuity planning.
- Risk assessment and management
- Incident management and investigation
- Passion for the hospitality industry
- Problem solving, innovating and change management
- Familiarity with safety management systems and software

7. Management Approval

Version	1	Date	25.04.25
Document Owner	John Marks		

8. Employee Approval

Employee Name		Date	
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live!