

Job Description:   
Employee & Change Communications Manager

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| Function: | | | Brand & Communications | |
| Position: | | | Employee & Change Communications Manager | |
| Immediate manager  (N+1 Job title and name): | | | Employee & Change Communications Director | |
| Additional reporting line to: | | |  | |
| Position location: | | | Salford / home working | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | |
| * To support and contribute to the Employee & Change Communications strategy * Deputise for the Employee & Change Communications Director where appropriate * To be a strategic partner to the transversal functions’ leadership teams and drive the development and delivery of comprehensive communications plans that * Provide communications expertise and guidance to support understanding of the business strategy within the transversal functions (HR, Finance and Service Operations) and foster engagement within those teams by articulating the important roles the play in supporting the segment teams and helping the business achieve its broader strategic objectives * To lead the communication of change programmes in the region as assigned by the Employee & Change Communications Director * Collaborate with the segment communications team to support their employee communications strategies, ensuring that collectively we drive best practice and efficiency across the Brand & Communications team * Support the regional Employee & Change Communications initiatives and projects as required * Champion internal brand champions and understanding of the brand assets as provided by Group. | | | | |
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| 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. | | | | |
|  | Financial:  Staff:  Other: | Nil No direct reports Nil | | |

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| 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. |
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| **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. |
| * Relationship management is a key challenge of the role and demands the ability to be sensitive to the needs of all key stakeholders in the region and across the Group * Time management and the ability to juggle projects is a vital asset in this role, particularly given the fast-paced environment * Prioritisation is a key skill necessary in this role as is the ability to manage expectations while maintaining close relationships * The nature of the role demands the ability to communicate as effectively with senior leaders as with operational employees |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Support the development and delivery of the broader Employee & Change Communications strategy * Provide strategic partnership and communications advice and guidance to the region’s leadership teams, as appropriate * Develop and deliver communication plans in support of all key transversal functions activities and initiatives, ensuring they are understood and drive positive behaviours (change) utilising an integrated plan and a range of new or regular collateral or communications such as webinars, newsletters, videos, announcements etc. * Develop and nurture communications champions within the transversal functions to enable better sharing of stories and empower the transversal functions to take more responsibility for day-to-day communication needs * Lead on communications of projects driven from any of the transversal functions and designed to impact the broader region (for example, employee engagement survey, cost savings initiatives) * Measure the impact of communications on employees and recommend improvements where appropriate * Support the development and implementation of employee brand proposition and frontline engagement/ understanding with the brand * Lead the design and delivery of events (including annual conferences or management workshops), working closely with the relevant leadership teams and steering groups * Keep up to date with best practice from the communications industry and bring new approaches and channels to help continuously develop and improve the effectiveness of communications * Support the delivery of external communications that centre on HR, Finance or Service Operations topics * Provide expert advice to segments and leaders to ensure consistency and efficiency of approach. |

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| 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. |
| * Support for the Employee & Change Communications Director and collaboration with segment communications managers to maximise impact of transversal function activities * Employee engagement improvement within the transversal function teams/ region and clarity of the respective strategies within the teams * An understanding across the business of how the transversal functions add value to the segment teams and drive progress towards our regional goals * Collaborate with the segment communications team to identify best practices, channels and techniques that allow for better sharing and articulation of that value within segments; ensuring segment teams understand the important role played by the transversal functions teams * Drive communications that supports measurable and favourable understanding of the Sodexo brand among employees to help increase engagement. |

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Demonstrable experience of developing and executing communications plans within a large complex organisation * Creative flair to develop engaging communications, exceptional writing and editing skills with good organisational skills * Previous experience as a communications strategic partner, able to demonstrate relationship building and influencing skills at all levels of an organisation * Professional or higher qualification in internal communications or corporate communications is highly desirable * Outstanding communicator with the ability and gravitas to operate at all levels of the business * Ability to work to tight deadlines, manage multiple priorities and provide exceptional and independent management of projects and campaigns |

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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| |  |  | | --- | --- | | * Rigorous management of results | * Innovation and change | | * Brand notoriety | * Business consulting | | * Employee engagement | * Impact and influence | | * Relationship development |  | |