

Job Description



Function:	Transversal Human Resources
Position:	HR Programme Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Ryan Candy, HR Projects & Performance Director
Additional reporting line to:	
Position location:	Remote - home based

1. Purpose of the Job – State concisely the aim of the job.
• Lead the end-to-end programme management for the design, development, and delivery of the Contingent Labour Management Programme. • Define the strategic direction and ensure the development of effective, scalable, and compliant solutions for Sodexo, aligned with budget and risk parameters. • Drive engagement and build strong relationships with senior stakeholders to secure alignment and commitment. • Establish and oversee robust governance, controls, and documentation to ensure delivery of outcomes in a safe, timely, and cost-effective manner. • Collaborate with key subject matter experts (SMEs) while maintaining impartiality to support informed decision-making and optimal solutions for the organisation. • Manage programme budgets and funding streams to maximise efficiency and return on investment. • Uphold high standards of quality, performance, and stakeholder satisfaction throughout all programme phases.

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

Programme and Project Management

- Collaborate with key SME groups to develop proposals and strategies, securing agreement through appropriate governance channels.
- Engage with a wide range of stakeholders to define project scope, deliverables, work plans, budgets, and timelines.
- Formulate, organise, and monitor interdependent activities and deliverables across multiple workstreams.
- Coordinate cross-programme initiatives and facilitate collaboration between SME groups on critical proposals.
- Ensure all workstream leads clearly understand their roles, responsibilities, and accountabilities for progressing actions, managing risks, and addressing dependencies.
- Oversee delivery of the programme on time, within budget, and within defined risk parameters.
- Identify, assess, and mitigate programme risks; prepare management and stakeholder reports; and lead preparations for and chairing of governance meetings.
- Take ownership of resolving escalated issues and scope changes across the programme.
- Lead or oversee relationships with external suppliers in close partnership with the Supply Chain SME.
- Establish and maintain robust programme documentation protocols, including records management and archiving.

Stakeholder Management

- Partner closely with the Programme Sponsor to secure strategic alignment, engagement, and challenge across programme objectives.
- Build and maintain strong, positive relationships with key stakeholder groups throughout the programme lifecycle.
- Act as a trusted advisor and advocate for the programme, demonstrating alignment with Sodexo's values and leadership behaviours.
- Lead and facilitate workshops and collaborative sessions across SME groups to drive progress toward project objectives.

Change Management

- Embed change management principles and approaches throughout the full lifecycle of the programme.
- Work in partnership with the Communication Manager to align change management and programme management plans, ensuring cohesive delivery.
- Ensure communication, engagement, and learning & development (L&D) materials are integral to programme outcomes.

Budget and Resource Management

- Monitor programme performance and continuously seek to optimise return on investment (ROI).
- Regularly assess resource allocation, ensuring the right capabilities and capacity are in place and aligned with budget constraints.
- Provide regular performance updates and business case progress reports to the Steering Committee and Programme Sponsor.

3. Context and main issues – Describe the most difficult types of problems the jobholder must face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

This role encompasses four key areas of responsibility, each critical to the successful delivery of the programme:

- **Programme & Project Management:** Lead the end-to-end management of the programme to ensure the delivery of an effective, compliant, and value-driven contingent labour solution for Sodexo.
- **Stakeholder Management:** Take a leading role in engaging and influencing a broad and complex network of stakeholders to secure alignment, support, and collaboration.
- **Change Management:** Work in partnership with the Communication Manager to embed a structured change management approach that supports smooth adoption and sustained success.
- **Budget & Resource Management:** Manage the business case, budget, and resource pool to ensure the programme is delivered within agreed scope, cost, and time commitments.

4. 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.

- Deliver the programme successfully end-to-end, achieving agreed outcomes within defined cost, time, and risk parameters.
- Manage the programme business case, including ongoing budget oversight, financial tracking, and resource management.
- Ensure effective stakeholder engagement and relationship management across all levels of the organisation.
- Coordinate programme teams and optimise resource allocation to support delivery of key milestones and objectives.

5. 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.

- The approved business case investment for the programme covers Contingent Labour MSP.
- Three key external suppliers are involved in the programme.
- This role supports On-Site Services and Sodexo Live!

6. Job profile – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position.

- Proven experience in HR or OD project management, ideally within a complex, multi-stakeholder organization.
- Deep theoretical and practical knowledge of Project Management, Project Planning, Strategic Planning and Analysis, Change Management, Change Methodology Design and Interventions
- Strong understanding of Business Process Consulting, Business Performance Improvement and a sound understanding of HR information systems.
- Excellent influencing and relationship-building skills, with the ability to work effectively across a diverse range of stakeholders.
- A self-starter mindset and ability to operate with a high degree of autonomy.
- Strong planning, organizational, and time management skills, with a track record of delivering complex projects to time, meeting budget and quality standards.
- Educated to Degree level or equivalent by experience.
- Holds a professional project management qualification.
- A collaborative, pragmatic, and solutions-focused approach.
- Experience working in a matrixed organization is highly desirable.
- Exceptional program and change management skills with strong understanding of campaign management, change communication and change sequencing.
- Able to maintain strict confidentiality.
- Demonstrates consistent diplomacy, pragmatism, tact, decisiveness, and conviction.
- High degree of computer literacy with strong competence in Microsoft Office products (Excel, PowerPoint, Visio and Project).

7. 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.



Received:

Date:

Job holder

Date:

Immediate Manager