

## Job Description: Sodexo Live! Talent Engagement Manager

Function:	Human Resources
Position:	<b>Talent Engagement Manager</b>
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	HR Director, Sodexo Live!
Additional reporting line to:	N/A
Position location:	No Fixed Place of Work

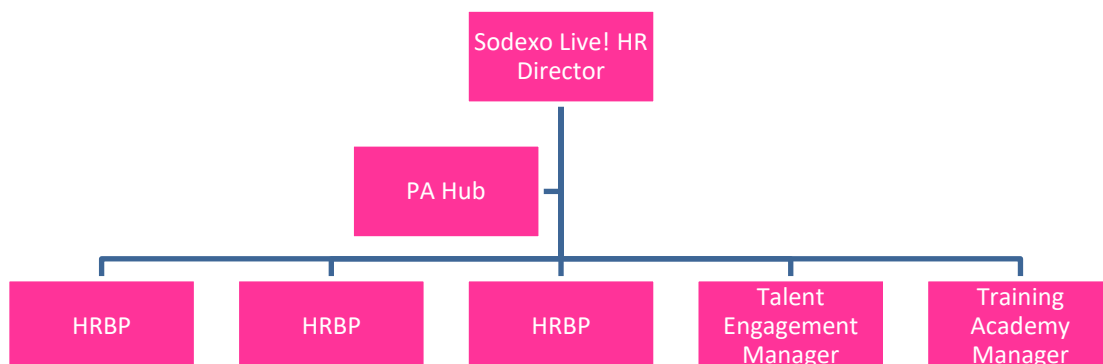
### 1. Purpose of the Job – State concisely the aim of the job.

- Define and implement the talent attraction and development strategy focused on senior above site roles within Sodexo Live!
- Requires a strong understanding of the hospitality industry, including previous experience working within this sector, exceptional communication skills, and the ability to effectively collaborate with senior stakeholders.
- Proactive recruitment and succession planning initiatives to ensure the long-term success and sustainability of our workforce.
- Responsible for managing the end-to-end executive search process for senior leadership positions.
- Responsible for building a network of up and coming talent in the Hospitality sector to ensure succession plans are in place for all critical roles pulling on the external market.
- Act as a Sodexo Live! Ambassador and champion to have the best people.

### 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.

- Large volume of casuals and a very transient workforce
- 1100 employees and 7000 casual workers across over 50 sites within the UK

### 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.



**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.

You will partner closely with the business to understand its needs in terms of future succession planning, source, assess, and present highly qualified candidates and guide the hiring process to ensure the successful placement of senior leaders and specialist roles.

**Market Research** - Keeping up to date with industry trends and salary benchmarks to offer valuable insights. Ongoing monitoring market trends and innovation to continuously improve attraction initiatives.

**Skills Shortage** - Finding skilled workers for specialised roles (e.g., Business Development and technical staff) is increasingly difficult, especially in a competitive job market. The Recruitment Manager will need to develop a strategy to address this skills gap while maintaining recruitment speed.

**Cultural Fit** - Given the service-focused nature of hospitality, hiring candidates who align with the company's culture and values is essential.

**Candidate Experience** - The candidate market in hospitality often includes a mix of local and international talent. Always ensuring a smooth recruitment process and delivering a great candidate experience is essential to help build the Sodexo Live! brand.

**Confidentiality**: Ensuring sensitive information is kept confidential and handled with discretion. Uphold ethical standards throughout the recruitment process, ensuring transparency and fairness for all parties involved.

**Negotiation**: Balancing the interests of both the hiring manager and the candidate during the offer stage, which can sometimes lead to complex negotiations.

**Proactive Sourcing** - Use a variety of sourcing techniques (networking, headhunting, LinkedIn, job boards, industry events, and referrals) to identify passive candidates who may be suitable for potential future roles.

**Systems** – Manage and utilise the Applicant Tracking Systems (ATS) to ensure the technology continuously supports and enhances the candidate experience.

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

#### **Talent Acquisition Strategy**

- Develop and implement a comprehensive recruitment strategy to anticipate and address future staffing needs within Sodexo Live! for all senior above site roles.
- Align recruitment efforts with the overall business objectives and workforce planning needs.
- Utilise various sourcing methods including job boards, social media, industry events, and employee referrals to attract diverse talent.
- Utilise advanced search strategies and tools to source executive-level talent.
- Maintain a pipeline of top-tier candidates for current and future needs.

#### **End-to-End Recruitment**

- Manage the entire recruitment lifecycle from job posting, sourcing, interviewing, and selection to onboarding of senior above site roles within Sodexo Live!
- Oversee candidate assessments, conduct interviews, and guide hiring managers in making final decisions.

- Ensure a positive candidate experience by maintaining timely communication and providing feedback.

#### **Stakeholder Collaboration**

- Work closely with the HR Director and department managers to forecast staffing needs.
- Partner with department leaders to understand role-specific requirements and ensure high-quality talent matches.
- Collaborate with hiring managers to create talent pipelines for critical roles through targeted sourcing, networking, and talent mapping exercises.
- Provide expert advice on market trends, salary benchmarking, and recruitment best practices.
- Facilitate cross-functional collaboration and knowledge sharing to leverage internal talent and maximise opportunities for internal mobility and career progression.
- Partner with the Sodexo Live! Academy Manager to identify training and development opportunities that align with succession planning goals and employee career aspirations

#### **Employer Branding**

- Strengthen the company's employer brand to position the organisation as an employer of choice within the hospitality industry.
- Develop and implement recruitment marketing campaigns to attract high-quality candidates.
- Represent the company at industry events, career fairs, and hospitality networks to boost brand visibility.

#### **Recruitment Metrics & Reporting**

- Report on recruitment activity and outcomes to the HR Director and senior leadership.
- Continuously improve the recruitment process by evaluating metrics and using data to drive decisions.
- Foster a culture of continuous improvement within the recruitment function.
- Ensure recruitment activities comply with employment laws and Sodexo policies.

**6. Accountabilities** – Give the 3 to 5 key outputs of the position vis-à-vis the organisation; they should focus on end results, not duties or activities.

#### **Robust Talent Pipeline**

- Develop and maintain a talent pool of pre-qualified candidates for senior roles, reducing the reliance on reactive hiring for urgent vacancies, ensuring readiness for unexpected staffing needs.

#### **Enhanced Employer Brand**

- Increase the company's visibility as an employer of choice in the hospitality industry by improving candidate engagement metrics and boosting the volume of high-quality applications through employer branding initiatives and targeted recruitment campaigns.

### Optimised Recruitment Metrics

- Continuously improve recruitment efficiency by optimising key metrics such as cost-per-hire and time-to-hire, with a focus on reducing recruitment costs by reducing agency spend without compromising candidate quality or experience.

### Internal Mobility:

- Participate to create internal mobility programs to facilitate career growth and development within Sodexo Live!
  - Develop and implement policies and processes to support internal transfers and cross-functional moves.
  - Work closely with the HR Business Partners to promote internal mobility.
  - Monitor and report on internal mobility metrics to ensure program effectiveness and continuous improvement.
- This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. The post holder will be required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business.

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

#### Essential

- Proven experience as a recruitment manager or similar role within the hospitality industry, with demonstrated expertise in proactive recruitment and succession planning.
- Strong understanding of hospitality industry trends, job market dynamics, and recruitment best practices.
- Excellent communication, interpersonal, and negotiation skills.
- Ability to manage multiple priorities and work in a fast-paced environment.
- Proficiency in recruitment software, applicant tracking systems (ATS), and Microsoft Office Suite.
- Excellent ability to build relationships and influence stakeholders at all levels.
- Flexibility to travel as needed to oversee training activities at various locations across the UK.



**8. Management Approval** – To be completed by document owner

Version	1	Date	October 2024
Document Owner	Gemma Arnfield		

**9. Employee Approval** – To be completed by employee

Employee Name		Date	
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