

Job Description: CSR & Sustainability Manager

Function:	Universities – Soft Services Delivery/Facilities Management
Position:	CSR and Sustainability Manager
Job holder:	CSR and Sustainability Manager
Date (in job since):	
Immediate manager (N+1 Job title and name):	Jui Gangan, Head of CSR & Sustainability
Additional reporting line to:	
Position location:	University of Greenwich

1. Purpose of the Job – State concisely the aim of the job.
<ul style="list-style-type: none"> The Sustainability & Social Value Manager will provide integrated support across the University of Greenwich contract, driving both sustainability and social value outcomes. The role ensures alignment with Sodexo's Better Tomorrow 2025 strategy, the University's Sustainability Strategy, and wider UN Sustainable Development Goals. This position will lead on utilities, energy, waste, and sustainable environments while also delivering impactful social value initiatives around wellbeing, equity, inclusion, employability, and community engagement. The Manager will act as the key advisor and driver of best practice, supporting stakeholders, operational teams, and students in building a sustainable and socially responsible campus.

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

Sustainability & Environmental Management

- Lead all sustainability initiatives across energy, utilities, waste, carbon reduction, and sustainable environments.
- Develop, review, and implement the estate's Sustainability & Energy Strategy in line with Sodexo and client targets.
- Monitor compliance with environmental legislation, emerging regulations, and industry best practice.
- Produce accurate monthly reports on sustainability KPIs, carbon data, waste, utilities, and financial performance.
- Identify and deliver innovation and energy saving opportunities.
- Engage suppliers and contractors to drive environmental improvements.
- Deliver training to Sodexo teams to embed sustainable practices.

Social Value & Community Engagement

- Deliver impactful social value initiatives aligned with Sodexo and University of Greenwich priorities.
- Coordinate wellbeing, equity, and inclusion campaigns with internal and external partners.
- Support employment programmes such as DFN Project SEARCH, delivering neurodiverse internships and supported employment opportunities.
- Promote sustainability education and awareness via digital and on-site campaigns.
- Gather data and provide insights for social value reports using the Social Value TOMs Framework.

Student Experience & Employability

- Develop and deliver an inclusive Welcome Experience for students, including a Digital Welcome Booklet.
- Plan and implement annual student induction programmes.
- Deliver monthly employability and life skills workshops in partnership with UoG's employability team.

Communications & Engagement

- Support consistent year-round communications for staff and students, including newsletters, Lunch & Learn sessions, posters, social media and awareness campaigns.
- Represent Sodexo at internal and external meetings, acting as an advocate for sustainability and social value.
- Proactively share expertise and best practice across Sodexo accounts.

Customer Feedback

- Lead coordination of student and stakeholder feedback (surveys, focus groups, CSS reports).
- Analyse feedback and collaborate with different teams to improve service delivery

This list is not exhaustive, and the post holder will be expected to perform other reasonable duties from time to time as requested by management.

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.

- Stakeholder Engagement: Influence students, staff, leadership, Sodexo teams, and partners to deliver environmental and social value, while balancing competing priorities.
- Innovation & Compliance: Ensure compliance with regulations while driving innovation to stay ahead of policy and best practice.
- Data Management: Collect, analyse, and report sustainability and social value data (utilities, carbon, TOMs, student experience) into clear insights.
- Cultural Change: Inspire behaviour change across the university community through creative and persistent engagement.
- Strategy Alignment: Balance University, Sodexo Better Tomorrow 2025, and UN SDG commitments into practical delivery.
- Short vs. Long Term Impact: Manage expectations by delivering quick wins while embedding long-term value.

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.

- Accurate and timely sustainability and social value reports.
- Measurable reduction in environmental impact and operating costs.
- Demonstrable delivery of social value aligned to TOMs Framework.
- Enhanced student experience and employability outcomes.
- High levels of client, student, and stakeholder satisfaction

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.

- Xxxx
- Xxxx

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

The ideal candidate must possess the following skills:

- Degree in a relevant subject (sustainability, environmental management, social impact) or equivalent experience.
- At least 3 years' proven experience in sustainability and/or social value, with knowledge of TOMs Framework.
- Understanding of legislation (CRC, ESOS, MEES, Waste Management) and sustainability standards (ISO 14001).
- Strong relationship management skills, able to engage stakeholders independently.
- Experience aligning initiatives with UN SDGs.
- Strong communication, presentation, and workshop facilitation skills.
- Analytical skills to interpret complex data into clear insights.
- Financial and business awareness.
- Ability to manage multiple projects and drive innovation.

Desirable Qualifications and Experience

- Professional membership (IEMA, CIWM, CIBSE, etc.).
- IOSH or NEBOSH qualifications.
- Experience engaging international students and creating inclusive programmes.
- Demonstrable experience of working within an ANUK accredited environment.

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.



Levels

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Received:

Date:

Job holder

Date:

Immediate Manager