

Job Description: Head of Corporate Social Responsibility



Function:	Integrated Facilities Management
Position:	Head of Corporate Social Responsibility
Job holder:	TBC
Date (in job since):	
Immediate manager (N+1 Job title and name):	Fiona Stewart Partnership Director
Additional reporting line to:	N/A
Position location:	University of Greenwich Campuses, Avery Hill, Greenwich & Medway.

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

As a company that promises to improve the quality of life of people, corporate responsibility lies at the core of everything we do. Our Better Tomorrow 2025 (BT2025) roadmap is designed to keep us on track in relation to our aspirations as a responsible business. It aligns with our corporate strategy and supports our business development, increases our influence, and helps us retain and grow services with existing clients.

Our three impact areas are:

The individual - safety, health, and wellbeing

The community - the places where we operate.

Environment - consideration for the resources we use to do business.

Working in conjunction with in the wider Corporate Responsibility teams within Sodexo, support the UOG client and Sodexo corporate social responsibility & sustainability objectives. The role involves:

Working with the UOG client and senior stakeholders, supporting the design and delivery of CSR projects ensuring that the execution meets the client, customers and stakeholders' objectives, targets, and commercial realities.

Ensure that CSR is a key element of a Sodexo's services to the client and identify where to focus our efforts.

Manage the design and support the delivery of CSR practices/ internal systems to ensure we are taking the clients CSR performance to the next level of adoption.

Liaise with Sodexo's internal functions to integrate CSR strategies for our university client and stakeholders, to include:

- Social Impact
- Diversity, equity, and inclusion
- Sustainability
- Added value across all service streams.

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.

Revenue FY23: £17m	EBIT growth:	Tbc	Growth type:	Outsourcing rate:	n/a	
	EBIT margin:	Tbc				
	Net income growth:	Tbc		Outsourcing growth rate:	n/a	
	Cash conversion:	Tbc				

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.

Design and implement a CSR strategy for the account which encompasses people, places, planet objectives.

CSR is a business imperative for both our organisations and formed the foundation of the vested contract. The post holder will need to have the ability to influence change, drive progress and ensure a continued commitment to CSR.

There is a significant opportunity for Sodexo to contribute and support UOG's ambitions in this area.

Our commitment is to bring the full weight of our knowledge and expertise for the benefit of UOG. We will do this through maximising social and added value across the portfolio and embedding sustainability into everything we do.

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

Support the delivery of CSR value creation projects/services to client.

Complex project delivery support on client engagement, where linkage between corporate, social and sustainability strategy is key and where client/consumer value creation is the focus.

- Understand the clients existing sustainability strategy, priorities, goals.
- Work with the Sodexo team and the client to provide practical strategies and tactical solutions to help their businesses address strategic, compliance, operational, reputational, student engagement and financial sustainability-related issues and opportunities.
- Collaborate with the Sodexo's internal teams to develop a coordinated sustainability plan for the client from developing high-level sustainability strategy to its practical implementation on the ground.
- Design and deliver with the support of Sodexo's internal teams to develop a coordinated social impact plan for the client, detailing extensive evidence on how the plan will positively impact the student experience by giving students the opportunity to thrive, grow and develop.

- Develop and deliver high impact sustainability project proposals and pitches to management levels within client organization.
- Leverage sustainability and social value impact as the driver of innovation and competitive advantage working closely with the equivalent UOG stakeholders to bring the plan to life.
- Review existing projects and practices from Sodexo client sites around the world. Learn about them and share best practices to the client.
- Manage projects (often simultaneously) providing services on strategy and solutions.
- Deliver reports to UOG on a monthly quarterly and annual basis.
- Look at how evolving social impact and sustainability trends could affect Sodexo and the client and the industry. Develop a clear understanding of which issues are relevant and a priority for our business and the client's business to continue to progress. Function as a key member within the Sodexo client team focusing on ensuring sustainable development is increasingly embedded, share knowledge and experience across the contract.
- Develop and grow through on the job training and development and coaching.

Job Requirements:

Experience and a strong passion in Corporate Responsibility, Social Impact and Sustainability with relevant project management experience dealing with large or complex internal or external projects.

Demonstrated ability to manage multiple tasks and assess priorities effectively.

Excellent analytical skills and an ability to identify and understand the clients' business issues.

Formulate proposals and materials for clients.

Identify new business opportunities and develop relationships with potential clients.

Manage client relationships at all levels confidently.

Ability to troubleshoot and perform with minimal supervision in a highly dynamic environment.

Able to communicate with all levels of management in an organization.

Rapid learning capability and hands-on style.

Outstanding interpersonal skills to resolve problems in a professional manner, lead teams, negotiate, influence, and create consensus.

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.

Provides CSR leadership through the CSR Function and to wider organisation.

Communicates the CSR vision and strategy based on impact analysis.

Defines the CSR plans and initiatives to deliver the goals.

Manages investment cases associated with CSR initiatives.

Communicates CSR progress and results.

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

- A proven record working within the areas of Corporate Social Responsibility within a global, commercial organisation.
- A relevant degree / master's degree or considerable equivalent experience in a large corporate organisation.
- Strong experience managing connections, networks, and teams comprised of a varied set of people from the public and private sectors, community-based organisations, non-profit and civic leadership.
- Knowledge of the norms and regulations, and best CSR practices.
- Commercial awareness to identify risks and opportunities; the knowledge and innovation skills to translate plans into business strategy; and the communication skills to engage the entire organisation.
- Success in leading complicated multi-stakeholder planning processes and cross-team initiatives to successful completion.
- Excellent communication abilities and the capacity to reduce complex information into simple messages and audience-appropriate communication materials.

- Consistent record of building strong and effective working relationships, with the ability to influence and engage stakeholders at all levels.
- Track record of identifying and analysing problems, identifying, and evaluating options, deploying sound decision making skills.
- Ability to develop and present ideas and reasoned arguments clearly and concisely to various audiences.
- Able to work collaboratively with others cross-company to achieve group goals and objectives.
- Enjoys high volume, fast paced, dynamic environment.
- The role holder should be comfortable; taking the initiative, identifying opportunities to drive the CSR agenda, and balancing multiple priorities.

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

<ul style="list-style-type: none"> ■ Growth, Client & Customer Satisfaction / Quality of Services provided 	<ul style="list-style-type: none"> ■ Leadership & People Management
<ul style="list-style-type: none"> ■ Rigorous management of results 	<ul style="list-style-type: none"> ■ Innovation and Change
<ul style="list-style-type: none"> ■ Brand Notoriety 	<ul style="list-style-type: none"> ■ Business Consulting
<ul style="list-style-type: none"> ■ Commercial Awareness 	<ul style="list-style-type: none"> ■ HR Service Delivery
<ul style="list-style-type: none"> ■ Employee Engagement 	
<ul style="list-style-type: none"> ■ Learning & Development 	

9. Management Approval – To be completed by document owner

Version	Version 2	Date	27/12/2023
Document Owner	Fiona Stewart		