

# Job Description: Wellbeing Lead

Function:	Transversal Functions (Human Resources)
Job:	
Position:	Wellbeing Advisor
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Helen Foster, Head of Pensions, Wellbeing and Benefits
Additional reporting line to:	
Position location:	Salford

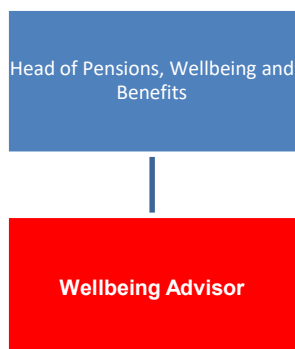
## 1. Purpose of the Job – State concisely the aim of the job.

Support with the operational delivery and administration of the wellbeing function and strategy in line with regional requirements. Including the delivery of initiatives which complement our strategy, responding to business activities and seeking opportunities to maximise employee wellbeing.

## 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.

Delivery of the wellbeing initiatives/strategy for up to 39,000 employees (UK & ROI active headcount) across almost 2000 sites.

## 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.

- Building, developing, and maintaining a broad range of relationships across the depth and breadth of the organisation.
- Managing multiple conflicting priorities at the same time, ensuring continuous feedback is sought to understand business priorities and shift your own priorities accordingly.
- Understanding and meeting tight deadlines and confidentiality requirements in relation to wellbeing services and issues.
- Navigating stakeholders to build a strong understanding of current and future business requirements.
- Increasing engagement with 'unconnected' users

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

- Be the point of contact for all wellbeing issues around service access, wellbeing content, service complaints, wellbeing service utilisation and general enquiries.
- Drive efficiency and utilisation of our third-party provider platforms.
- Support with the administration and management of the Employee Assistance Programme, YuLife and other third-party providers.
- Support with the administration and delivery of the Mental Health First Responder training program.
- Work with creative and digital teams, briefing and developing engaging internal communications to support and drive the wellbeing function.
- Support in the delivery of health and wellbeing activities, identify and promote success stories in order to continually drive engagement.
- Contribute to the planning and implementation of HR and business projects, providing insight from area of expertise.
- Prepare and deliver presentations for users and management, around wellbeing initiatives and support available.
- Support the wellbeing communication plans through appropriate channels, including but not exclusively the Reward Hub, Wellbeing Hub, Poppulo Mobile, Sodexo\_Net; liaising with segment communications leads to cascade key messages through local channels, e.g., newsletters, Facebook pages.
- Develop and maintain regional digital presence including social media.
- Develop and ensure that all health and wellbeing policies, procedures, rules, and regulations are adhered to, and are regularly reviewed, updated and communicated.
- Build relationships with managers, HR Teams, People Communities, DE&I and our employees to promote wellbeing and inclusion as part of our culture
- Support with the administration and management of the Employee Assistance Programme, YuLife and other third-party providers.
- Support with ad hoc projects around data capture and robust data reporting.
- Liaise with other stakeholders within the HR function to ensure a joined-up approach and continual opportunities to promote health and wellbeing.

**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.

- Working collaboratively as part of a wider team and provide support to other team members where necessary ensuring wellbeing services are delivered.
- Wellbeing support provided to employees and Line Managers will be clear, accurate, delivered in a timely manner and ensuring the upmost confidentiality.
- Actively access and develop the resources needed to promote wellbeing in the workplace and at home to deliver an effective needs led Mental Health and Wellbeing strategy to all employees in UK&I.

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

### Essential:

- Thorough knowledge and skills with relevant business software systems, i.e., Word, Excel, Access, PowerPoint.
- Strong organisational and time management skills.
- Excellent verbal and written skills. The ability to write a clear, understandable and concise manner with excellent attention to detail,
- Strong initiative, self-motivated and results-orientated to deliver under pressure.
- Ability to apply knowledge and manage issues to get to a resolution avoiding misunderstanding, conflict or unwillingness.
- Ability to use discretion, exercise good judgment and resourcefulness, tact, diplomacy and maintain strict confidentiality.
- Strong communication, networking, observational and interpersonal skills.
- Innovative and Creative – able to translate processes in ways that suit the region, with the ability to solve and pre-empt problems.

### Desirable:

- Experience with the use of a variety of digital channels to deliver initiatives to target audiences.
- Experience of working within a Shared Service environment or busy HR Department

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

■ Customer Focus	■ Communicates Effectively
■ Resourcefulness	■ Manages Ambiguity

## 9. Management Approval – To be completed by document owner

Version	1.0	Date	December 2023
Document Owner	Helen Foster		

## 11. Employee Approval

Signed:.....

Dated.....