

Function:	Sodexo Live!
Position:	HSEQ Manager – Fulham FC
Job holder:	N/A
Date (in job since):	
Immediate manager (N+1 Job title and name):	Operations Director – Fulham FC
Additional reporting line to:	
Position location:	Fulham Pier, Craven Cottage, London/Fulham Green Office

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

- Promote a Zero Harm Mindset
- Develop and deploy innovations in HSEQ / Food Safety systems and practices.
- Bring energy, passion, and a strong collaborative style to all stakeholder management, including clients.
- Develop best-in-class approaches to drive a progressive and positive HSEQ/Food culture which focuses on improving service delivery and accountability where individuals feel empowered to make risk-based decisions and speak-out.
- Develop proactive risk management amongst the venue management team as an enabler to design how work is organised including a focus on Sodexo Live! Top 5 Risks - ensure corrective actions are identified and actioned.
- Implement Sodexo UK&I HSEQ / Food Safety Regional Standards and Sodexo Live! HSEQ strategy to ensure the continuous improvement of HSEQ / Food Safety performance across all Fulham FC operations.
- Investigate and manage all near misses, incidents, accidents and claims to with root-cause analysis and drive corrective actions.
- Develop, communicate, and test business continuity plans for the venue in conjunction with Head of Safety and Senior Management.

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 FY26:	n/a	EBIT growth:	n/a	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	n/a						
		Net income growth:	n/a			Outsourcing growth rate:	n/a	HR in Region	Katie Pollington

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.

- **Maintaining Compliance:** Ensuring ongoing compliance with all relevant health, safety, environmental and quality legislation, company policies and industry standards across multiple operations and sites.
- **Promoting a Positive Safety Culture:** Driving engagement and accountability for health and safety at all levels whilst influencing managers and employees to embed safe working practices into daily operations.
- **Managing Risk:** Identifying, assessing and mitigating operational risks through robust risk assessments, audits, inspections and preventative measures.
- **Incident Management:** Investigating accidents, incidents and near misses to identify root causes, implement corrective actions and prevent recurrence.
- **Training and Awareness:** Ensuring employees receive appropriate HSEQ training, guidance and support to maintain competence and compliance across all areas of the business.
- **Audit and Assurance:** Preparing for and supporting internal and external audits whilst maintaining accurate records, reports and documentation to demonstrate compliance and continuous improvement.
- **Environmental Sustainability:** Supporting environmental objectives by monitoring environmental impact, promoting sustainable practices and ensuring compliance with environmental regulations.
- **Balancing Operational Demands:** Working closely with operational teams to achieve business objectives whilst maintaining high standards of health, safety, environmental management and quality assurance.
- **Continuous Improvement:** Analysing trends, performance data and audit findings to develop and implement initiatives that improve HSEQ performance and reduce organisational risk.

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

STRATEGIC

- Engage, influence and empower the venue leadership team to lead culture, performance and risk management.
- Ensure alignment of venue HSEQ / Food Safety risk management, culture and performance with Sodexo Live! strategy and planning.
- Prepare and maintain the venue HSEQ / Food Safety risk profile.
- Support the venue across multiple operating models including hospitality, retail, matchday, food concessions, training ground and event management.
- Proactively contribute to venue decision-making processes with through insights and Risk / HSEQ / Food Safety intelligence.
- Produce high quality reports and Quick Shares etc. to ensure learning.
- Network across Sodexo Live! to develop best practice.
- Contribute to the overall Sodexo Live! HSEQ / Food Safety portfolio through insights and regular communication

TACTICAL

- Provide strong tactical management including:
 - a. A clear focus on behavioural change to improve risk management, safety walks and reporting of safety observations, near misses etc.
 - b. Build on a solid foundation of brilliant basics across all operational areas to develop a progressive approach.
 - c. Focal point of HSEQ / Food Safety professional support including regulatory interventions.
 - d. Coordinate internal audits and implement action plans.

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.

- Provide visible leadership and influence across Fulham FC operations with tangible impacts upon HSEQ / Food Safety culture and performance.
- Working within a fast-paced role, the successful post holder will need to thrive as an agile and adaptable leader in an ever-changing environment.
- Quickly establish credibility with a dynamic approach for solving complex problems, being a team player and developing innovative solutions to drive HSEQ / Food Safety culture and performance in a client-facing role.
- Adopt a holistic approach to venue operations to prioritise interventions for maximum benefit.

- Effectively contribute to all Sodexo Live! and UK&I Regional deliverables including developing a Zero Harm Mindset, meeting (or exceeding) near miss ratios and lost time incident rate (LTIR) reductions rate etc.



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

Essential

- Energetic, agile and adaptable with strong leadership and motivational skills.
- Passion for the hospitality industry.
- Multimedia communication skills.
- Innovation and change
- Ability to solve complex problems.
- Teamwork and customer focus.
- Quality focus with strong analytical skills.
- Familiarity with a wide range of management systems e.g. ISO45001, ISO14001, HACCP.
- Demonstrated use of HSEQ / Food Safety software packages (and Microsoft).
- Detailed knowledge of legislation e.g. H&S, food safety.
- NEBOSH National H&S Diploma or NVQ Level 4 or above.
- Intermediate Food Hygiene (Level 3) or above.

Desirable

- Chartered Environmental Health Practitioner, Chartered Safety and Health Practitioner or similar
- Environmental management experience and/or qualification
- Logistics experience

8. Management Approval – To be completed by document owner

Version	1	Date	06/03/2026
Document Owner	Ashley Hewlett		



9. Employee Approval – To be completed by employee

Employee Name		Date	
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