

Job Description: Head of People Operations

Function:	HR
Position:	Head of People Operations
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Catering Services Director
Additional reporting line to:	
Position location:	Brighton Hove Albion Football Club

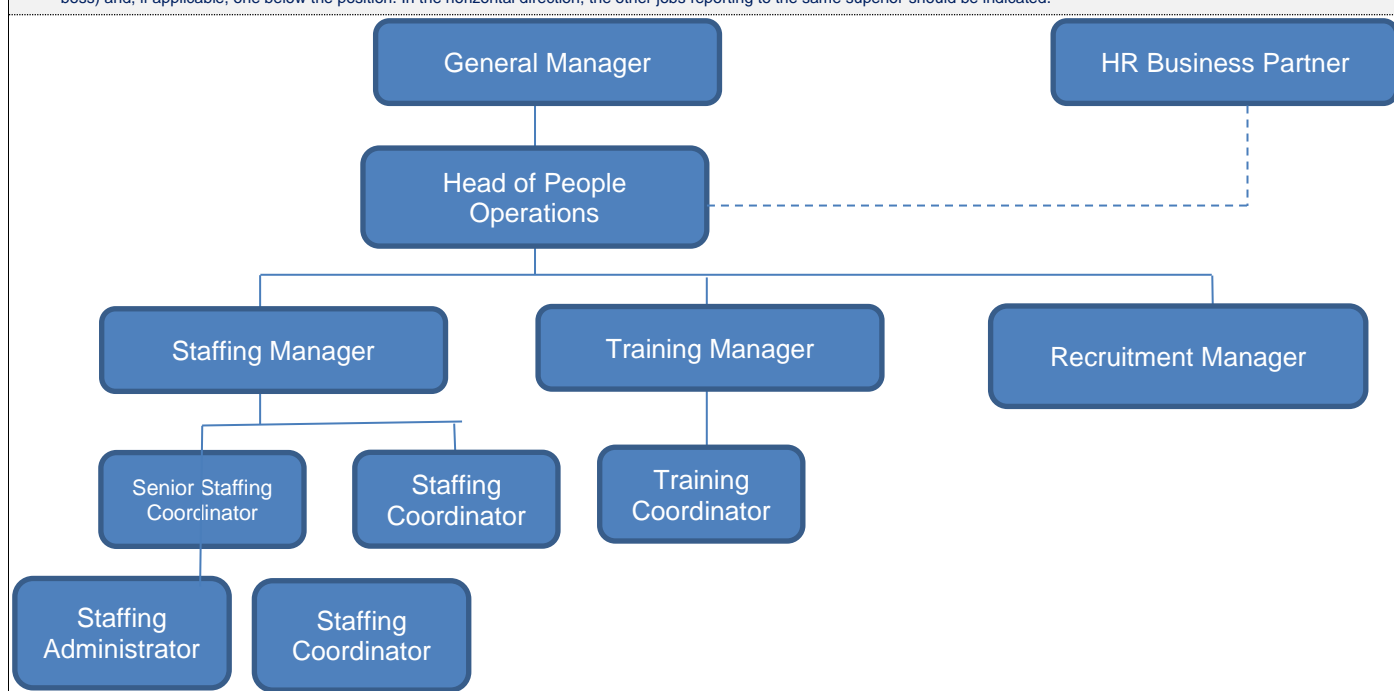
1. Purpose of the Job – State concisely the aim of the job.

- To partner with business leaders to drive and deliver HR solutions to maximise people performance, strategy and workforce planning to significantly contribute towards strengthening business performance.
- To manage the delivery of the Staffing and Training function to meet company and client objectives.

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:	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
	EBIT margin:	tbc						
	Net income growth:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
	Cash conversion:	tbc						
Characteristics ▪ Add point								

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.

- Integration with the Ascot client in the spirit of the joint venture to deliver the strategic objectives of the Ascot people plan
- Complex employment legislation with regards to a large casual workforce
- Building strong relationships within the Sports & Leisure segment to leverage the skills of the management team
- Operational role with a requirement for weekend work and an element of anti-social hours

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

- Development and coaching of the Staffing and Training Managers
- Manage the delivery of the Staffing and Training function for both race day/event day and non-race day business, in line with labour productivity initiatives and budget
- Identify and develop successors to all roles within the Ascot team
- Management & Development of the Major Events staffing team working with the Head of Events with regards to the level of support and involvement required.
- Ensure the Major Events Staffing team is fully aligned with the process and practices of the Ascot Staffing team.
- Manage agency partnerships
- Manage, monitor and report all labour costs and other related budgets
- Engage, influence and challenge business managers to identify opportunities for efficiencies in variable labour
- Ensure effective communication between senior managers and stakeholders through implementation of best practice
- Build and develop effective working relationships with Business Managers and Clients in order to become a key decision maker on strategic business issues by linking specialist HR knowledge
- Provide proactive solutions and promote performance management to enhance business capability
- Ensure all employees have development plans in place and monitor progress with the General Manager

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.

- To achieve the consistency targets as outlined in the HR & Training strategy document
- To ensure all casual workers have completed the mandatory training prior to working at Ascot as detailed in the SLA in line with the client KPI's
- Manage labour costs to achieve the required labour efficiencies through the use of TimeTarget
- To drive and review the opportunities for TimeTarget system improvements in line with business needs

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

Essential

- Graduate calibre
- CIPD Qualified
- Extensive HR generalist experience and detailed understanding of all aspects of HR Management
- Strong analytical skills and proven understanding human capital measurement and delivery of performance improvement interventions

- Professional and commercial acumen, with strong senior level influencing and stakeholder management skills
- Excellent interpersonal, communications and presentation skills
- Strong facilitation and coaching skills
- Well organised, responsive and able to work under pressure

Desirable

- Exposure to unionised environments is beneficial
- Experience of organisation development and design, and facilitation of change including consultation and engagement
- SAP HR and appreciation of other HR Systems
- Proficient user of Microsoft Office programmes

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"> ▪ Delivering Stretched Results
<ul style="list-style-type: none"> ▪ Learning & Development 	<ul style="list-style-type: none"> ▪ Leading for Excellence

9. Management Approval – To be completed by document owner

Version	V.1	Date	04.11.2019
Document Owner			

10. Employee Approval – To be completed by employee

Employee Name		Date	
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