

# Job Description: QHSE Manager

Function:	Sodexo Healthcare
Position:	<b>Health &amp; Safety Manager</b>
Job holder:	N/A
Date (in job since):	N/A
Immediate manager (N+1 Job title and name):	Head of Safety & Risk
Additional reporting line to:	Business Director
Position location:	Hereford

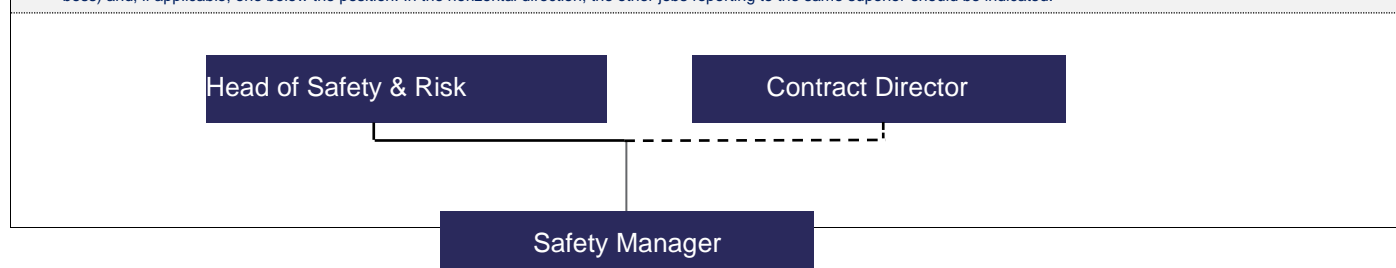
## 1. Purpose of the Job – State concisely the aim of the job.

- Ensure adherence to regulatory, statutory requirements and best practice guidance, you will be responsible for:
- Supporting the Head of Safety & Risk and operational team in delivery of the HSE plan through continuous improvement and assurance of effective management systems, strategic initiatives, cultural development, and leadership
- Lead the risk management and risk assessment functions across the Health & Safety function ensuring there is a process for operational risks to be escalated to the Head of Safety & Risk and ultimately the Delivery Senior Leadership Team.
- Supporting due diligence and corporate responsibility, requiring good communication and influencing skills, with all levels of staff on site.
- To support Head of Safety & Risk & operational team with the implementation of Occupational Health, Safety and Environment Strategy at site level.
- To ensure the continued development and maturity of Sodexo Zero Harm Culture by demonstrating safety leadership behaviors and embedding safety processes and initiatives
- Encourage colleagues to ensure all accidents / incidents are reported in a timely manner and in accordance with time requirements in the Incident reporting and Investigation process
- Control and support of contractors on site
- Creating analytical reports of safety data

## 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 FY:	n/a	EBIT growth:	n/a	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	n/a
		EBIT margin:	n/a			Outsourcing growth rate:	n/a	HR in Region	n/a
		Net income growth:	n/a						
		Cash conversion:	n/a						
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.

- Embed Sodexo ZERO Harm culture.
- Maintain food & safety standards by audit and investigate food related complaints.
- EHO /HSE reports that leading to enforcement.
- Managing conflicting time and diary
- Maintenance of management system to ISO 9001:2008; ISO 45001; ISO 14001
- Accidents in the workplace leading to RIDDOR - full investigations required – H&SAW regulations
- Identifying key risks and resolutions – H&SAW Regulations and procedures.
- Providing expert advice to senior teams regarding general health & safety legal requirements. As a safety manager you must have excellent attention to detail to identify hazards. You will also be able to discover opportunities for improving conditions and execute various safety programs. The ability to communicate guidelines to a multidisciplinary workforce is essential

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

- Support and lead the operation and promotion of an integrated management system, encompassing a pro-active environmental, health and safety culture across the operational teams. Utilising the Sodexo management system policies and procedures, including risk assessment, accident prevention, health & safety initiatives and acknowledged personal responsibility.
- Facilitate the development/implementation of HSEQ committee.
- Facilitate Safety walk program for the ESNEFT contract.
- Facilitate the maintenance and management of environmental health, safety and well-being through systems, audit/ inspection and the establishment of high standards and expectations on employees of service excellence and safety awareness behaviors / performance.
- Ensure that the Health & Safety Management Systems aligns with ISO 45001 and the quality review process is implemented. Integrate to the company Quality system as required.
- To promote compliance with the Sodexo Integrated Audit Management System for Health Care contracts and to ensure that all units are audited every 6 months through effective deployment of the Integrated Audit System
- To report on the performance of the Health & Safety & Food & safety audits Management review meetings, and use this as a forum for any improvements.
- Advise on matters relating to the Environment and Health and Safety at work including the obligations and responsibilities of managers and employees; and provide comprehensive and practical advice to managers on best practice.
- In conjunction with the Learning and Development Manager, assist in the delivery of comprehensive operational technical training to promote, develop and sustain a positive Health and Safety awareness culture throughout business operations.
- Coordinating and assisting with technical training and overall competency to management and employees with regards to the operational aspects of the food safety program, pest control, environmental, operational methods and personnel practices, and maintenance for food safety and hygiene /cleaning practices
- Work with the National Claims Lead to monitor claims trends and provide reports for the operational senior leaders.

- Management of client relationships and expectations relevant to the job role. Maintain formal and informal communications with clients, Sodexo Healthcare HSE Team Executive, sub-contractors and customers. A positive pro-active approach must be made to the client as well as being supportive to their needs
- Compliance to all company/contract, documentation, audits and administration procedures are carried out to the company standard
- Legislative compliance, ensuring that all HSE aspects of the business are conducted in accordance with all relevant statutory requirements and Codes of Practice
- To ensure that support is given to the Health and Safety and Quality Management team in ensuring the Food Safety Management system reflects current legislation, NHS best practice and company policy.
- Investigation of Health and Safety & Food Safety issues within the contracts and if required the wider Segment
- Oversee, and be responsible for the management of all software systems used for Health & Safety Management across the organisation and advise on suitability / development needs.

**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 support Head of Safety & Risk with the implementation of Occupational Health, Safety and Environment Strategy at site level.
- Encourage colleagues to ensure all accidents / incidents are reported in a timely manner and in accordance with time requirements in the Incident reporting and Investigation process.
- Encourage colleagues to embed the Sodexo Zero Harm mindset
- Supporting due diligence and corporate responsibility, requiring good communication and influencing skills, with all levels of staff on site

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

**Essential**

- NEBOSH Fire
- Food Safety Level 3
- NEBOSH National Diploma Level 6 or equivalent in Occupational Health & Safety or equivalent.
- Chartered Member of IOSH.
- Knowledge of Quality Management Systems including ISO9001; ISO14001; ISO45001 and ISO 22000
- Detailed knowledge and working experience of all relevant health, safety & environmental legislation.
- Ability to effectively cooperate and deal with wide range of internal and external relationships.
- Commitment to HSE management. Have a strong motivation for knowledge and personal development.

**Desirable**

- Food Safety Level 4
- Experience of producing high quality reports and presentations.
- Use of a range of techniques and best practice covering such things as risk assessments, audits and investigations.
- Excellent communicator including factual report writing.
- Be able to work both independently and in teams.
- Have a high level of attention to detail, meticulous but pragmatic processes and organizational skills
- Be approachable, be a good listener, be diplomatic, be assertive
- Experience in FM safety management.
- Ability to priorities, work to tight deadlines, both prescribed and self – imposed.
- Ability to establish and maintain good working relationships at all levels.
- Experience of presenting at client review forums and completing relevant information
- Full UK driving license

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

- Customer Focus
- Being Resilient
- Ensures Accountability
- Communicates Effectively
- Decision Quality
- Drives Results

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

Version	V1	Date	08/05/2025
Document Owner			