**Job description:**

social impact Manager

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| Function: | Health & Care  |
| Position:  | Social impact Manager |
| Job holder: | N/A |
| Date (in job since): | N/A |
| Immediate manager (N+1 Job title and name): | Martin O’Rourke, Divisional Director – Health & Care  |
| Additional dotted reporting line to: | Bid Director / HR Director |
| Position location: | No fixed place of work, England |

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| 1. Purpose of the Job |
| * To provide management support and subject matter expertise to Sodexo site teams, contracts & sales tenders with regards to environmental, sustainability & social impact aspects, covering the four pillars of our Social Impact Pledge; People, Planet, Places and Partners.
* To create, maintain and improve the safety, waste, environmental and sustainability aspects of the Sodexo service offering by ensuring that all relevant policies, practices, and legislation are followed in order to deliver full compliance and best practice.
* Ensure that Sodexo works towards finding new, innovative, and economically reductive ways to stay

environmentally friendly and compliant with legislation. |

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| 2. Organisation chart |
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| 3. Main assignments  |
| **Key Responsibilities:*** Lead and advise Sodexo Health & Care board on sustainability performance, competitor analysis, market opportunities utilising data driven insights and return on investment.
* Act as bid response lead for all tenders of their social value bid input.
* Assist and spearhead the delivery of Sodexo’s sustainability strategy Better Tomorrow 2025 and into 2028 and social impact commitments across Health & Care embedding sustainability practices into operations, communicating and reporting to clients and supporting consumer comms.
* Utilise data-driven insights for effective sustainability project identification, delivery and stakeholder engagement across Health & Care with the ability to balance and navigate a multi-site large portfolio.
* To drive revenue and deliver margins, meeting the needs of our clients, through embedding sustainability within service delivery.
* Support the preparation for climate and environmental regulations to ensure compliance including NHS Evergreen Framework updates.
* Champion health equity, workforce wellbeing, social mobility and inclusive employment practices.
* Demonstrate, innovate and deploy sustainability practices into growth opportunities showcasing Sodexo as service provider of choice.
* Enhance corporate communications and visibility through sustainable campaigns, award submissions, and content creation for various platforms.
* Serve as a brand ambassador, representing Sodexo at internal and external events, panels, and client meetings.
* Chair a monthly Sustainability Working Group meeting to share best practices and make recommendations with our partners and client.
* Act at board level status internally & externally.
* Prepare monthly and quarterly sustainability reports.
* To be directed by your line manager in projects as our business indicates.

**What We Require:*** Proven experience and expertise in social impact, sustainability, or ESG roles, ideally within health or public sector, supported by a relevant qualification or membership of a professional body like IEMA.
* Strong knowledge of GHG accounting and reporting standards, such as the GHG Protocol.
* Strong understanding of the NHS Green Plan and Net Zero ambitions.
* Excellent data analysis skills (Excel, PowerBI)
* Organised and meticulous, with robust project management experience across multi-site portfolio.
* Outstanding interpersonal abilities and professional relationship management.
* Proactive leadership with a knack for anticipating stakeholder needs.
* Exceptional communication skills, capable of effective influence.
* Passion for sustainability and a demonstrated commitment to climate action.
* Commitment to continuous learning and innovation.
* The ability to work at an operations, sales and strategic level.
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| 4. Accountabilities  |
| **Safety*** Acting in a safe manner at all times, setting a positive example to all staff.

**Operations*** Support site teams as required to resolve problems with Service Efficiency/Effectiveness in expert areas.
* Coordinate forums and network groups as necessary to share best practice across the Account.

**Client*** Attend Client Meetings as appropriate to report on environmental and sustainability issues.
* Maintain detailed and clear communication with clients and key stakeholders.

**Finance*** Support the business in introducing new sustainable ways of working that bring financial efficiencies.

**Business Improvement*** Keep appraised of the latest innovations and best practice.
* Act as bid lead on all tenders for the social impact sections.
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| 5. Person Specification  |
| **Essential*** Graduate Calibre.
* Experience of corporate and operational environmental management and EMS Systems.
* Knowledge of climate change and carbon management.
* Experience of facilities management.
* Effective communicator with the ability to influence and advise colleagues at all levels.
* A methodical and analytical approach to long term challenges, the ability to identify objectives and develop strategies to address them.
* Team worker with ability to work independently.
* Knowledge of waste and contractor management.
* Knowledge of and passion for sustainable innovation and change management.
* Experience of corporate social responsibility requirements.
* Excellent organisational and time management skills, ability to plan and deliver objectives within an agreed timeframe.
* Qualification in Waste management and Environmental aspects equivalent to IEMA Certificate level.
* Experience of corporate and operational environmental management and EMS Systems.
* Knowledge of environmental issues surrounding the food & IFM industry.
* Subscription to an environmental affiliation such as IEMA.

**Other Relevant Information*** Achieve zero environmental fines or prosecutions.
* Improve performance in line with the Sodexo Better Tomorrow Plan and Carbon Net Zero Roadmap.
* Implement and manage environmental and sustainability policies.
* This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals.
* The post holder will be required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business.
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| 6. Competencies |
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| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Leadership, People & Strategic Management experience
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| * Rigorous management of results
 | * Innovation and Change
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| * Brand Notoriety
 | * Business Consulting
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| * Commercial Awareness
 | * Learning & Development
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| * Employee Engagement
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