

Job Description: Communications Manager (Custody)



Function:	Sodexo Justice
Position:	Communications Manager (Custody)
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Senior Communications Manager – Justice
Additional reporting line to:	Prison Director
Position location:	Prison location

1. Purpose of the Job

- To develop and deliver communication strategies, plans and messages that are aligned to the global Sodexo Justice strategy, to inform and engage staff and stakeholders.
- Provide advice, guidance and support to Directors, Senior Management and Line managers on communication and engagement techniques and best practice.

2. Organisation chart



3. Main assignments and Accountabilities

- Produce and deliver regional communication plans and campaigns to encourage employee engagement, raise awareness and understanding of Justice messages.
- Manage existing and develop new local communication channels, to increase their use and ensure innovative, effective, timely and relevant delivery of messages.
- Act as a communications 'subject matter expert' for local senior managers when planning / executing their own local initiatives, projects and objectives
- Provide content for Sodexo, Justice and regional communications, internally and externally, to promote our brand, manage our reputation and engage with our people, stakeholders and the public.
- Support the development of senior management and line managers as communicators to ensure effective two-way communication with our people, so staff feel valued, respected, listened to and trusted and management feel supported to deliver effective communication.
- Take ownership of central delegated work packages by planning and controlling Sodexo corporate engagement initiatives (such as recognition schemes, survey participation, feedback and action planning, performance development reviews) to build understanding, raise awareness and ensure staff are fully informed and

motivated with relevant initiatives, in a consistent, co-ordinated, timely manner.

- Work collaboratively with relevant internal departments including other communication and engagement leads in Sodexo Justice, corporate communications, business development, HR, PR and the senior management teams to provide consistency and alignment of communication plans and demonstrate best practice.
- Act as a skilled liaison with corporate communications management and contract Authority for the purposes of incident management

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

Essential

- A proven track record of developing and delivering engagement and communication plans and campaigns
- Experience of working in a complex, operational environment
- Understanding of the importance of effective communication and employee engagement
- Good interpersonal skills and the ability to foster good working relationships, providing advice, guidance and support at all levels in the organisation
- Flexibility to adapt plans as priorities move and change track
- Aware of the importance of brand reputation and how to carefully manage good and bad news, on a local level.
- Experience of working across a broad range of communication channels, both on and offline
- To be able to confidently present ideas to senior managers and act as a knowledgeable resource
- Written work to be of a high standard

Desirable

- Confidence in persuading and influencing internal stakeholders
- Professional qualifications in the communications field
- To be able to confidently present to all levels in the business and large audiences

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

▪ Brand Notoriety	▪ Innovation and Change
▪ Employee Engagement	▪ Continuous Improvement
▪ Relationship Management	▪ Impact and Influence

6. Management Approval – To be completed by document owner

Version	V1.0	Date	16 August

7. Employee Approval – To be completed by employee

Employee Name		Date	
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