

Job Description:
Head of Segment Food / HSEQ UK/I

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| Function: |  |
| Position:  | Head of HSEQ and Risk – Sports and Leisure UK/I  |
| Job holder: | n/a |
| Date (in job since): | n/a |
| Immediate manager (N+1 Job title and name): | Divisional Director S&L  |
| Additional reporting line to: | HSEQ Director UK/I (Compliance, Governance & Strategy) |
| Position location: | Flexible |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * Lead the Segment in all Fire, Food, Environment, Wellbeing and HSEQ matters; report on performance; provide coaching and direction on compliance; ensure robust processes are in place to facilitate all aspects of the segment’s activities and associated risks; and support business growth.
* Liaise with the Regional HSEQ Director UK/I for strategy, compliance, and direction of HSEQ ensuring segment plans are factored into the Regional plan and are agreed to ensure alignment on approach.
* Provide the framework for Sports and Leisure Segment to be compliant with the Sodexo UKI’s Food and HSE & Q Policies and processes, drive continual improvement in HSE culture, performance, and leadership.
* Segment Risk authority providing statutory compliance guidance, advice on International and British Standards and best practices to drive consistent operational improvements for Fire, Food, Environment, Health, Safety & Wellbeing and controls in line with legislative requirements and agreed business objectives/needs
* Responsible for fostering the relationship with HSE In Contract based teams to create a joined-up collaborative working approach and monitoring compliance to Sodexo UK/I Policies and processes at a local level
* To ensure that through your QSHE Board member the HSE role plays an integral role in bridging HSEQ compliance to align both operational and commercial requirements with Regional strategy and standards through collaborative working to ensure that there is a balanced, practical and value add approach to risk management
* Generate a progressive and positive HSE culture which focuses on improving compliant service delivery and individual accountability, where individuals feel enabled to make decisions, speak-out and act in the interests of Food safety, HSE & Quality
* Foster a mindset of collaboration and “one professional team” – Food /HSE and Quality underpinned by common-goals and purpose
* Liaise with Head of Marine (DPA) within our Bateaux Business to ensure compliance and management of risk
* Liaise with our Airport Lounge business and relevant external authorities in the pursuant of a compliant pass management operation.
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| 2. Dimensions  |
| Characteristics  | * Provide direction on HSEQ and risk management matters to operational and management teams
* Provide business resilience support to other Sodexo areas when appropriate
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| 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. |
| Regional HSEQ Director UK/IDivisional Director S&L Operational day to day accountability, initiatives, engagement, and leadershipProfessional performance, Compliance, governance, strategy, and process.In Contract HSEQ Segment Head HSEQ |

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| **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. |
| * A senior leadership position accountable for Fire, Food, Environment, Wellbeing and HSEQ matters in segment. Requiring strong engagement skills, with the ability to influence a number of key stakeholders, challenging plans of others to resolve conflicting priorities and agendas
* Requirement to provide strategic direction and guidance, encompassing a diverse multi-client portfolio
* Working within a fast-paced industry, the successful post holder will need to be forward thinking and of an agile ability to function within an ever-changing environment
* Requirement of a dynamic approach for developing innovative actions in order to raise HSE performance and differentiate the business and services in a competitive marketplace
* To work as part of the wider HSEQ Community / Professional Family through Regional engagement to drive continual improvement across all parts of the business sharing best practice and embracing collaborative working
* Support the QSHE Board in the implementation of a Just Culture and holding people to account for HSEQ responsibilities
* Ability to represent and positively promote Sodexo and the segment on external/regulatory/client forums
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Drive and promote a positive safety culture through the activities outlined within this Job Description
* Maintain positive relationships with Bateaux business and Airport lounges, and liaise with key regulatory bodies, MCA/PLA, airport authority where required to ensure a safe and compliant operation.
* Prepare and maintain a Segment Food, health, safety, environmental and risk management improvement plan that add value to the Global and UK&I strategy and consequently drives improvement in health, safety and risk performance across the segment as measured through the established Regional leading and lagging indicators
* Provide planning and technical HSE input to the Segment leadership team, focusing specifically on the Segments Operational Management to deliver the Segment, and therefore the UKIs HSE, Food Safety, Fire, Risk Management and BCM policy requirements. Ensuring that any new or changed risks are appropriately controlled and recorded
* Ensure that requirements of the regional health, safety, environmental and risk management systems (policies and procedures) are effectively implemented across all operational locations the Segment operates, temporary or permanent, and in accordance with client requirements
* Establish, maintain and support a robust Segment risk management process as the Segment Risk Champion that is aligned with the UK & Ireland Risk Management Committee. Provide a segment level risk management plan which ensures risks within the Segment are identified, assessed, and mitigated in accordance with the UKI risk management matrix
* Ensure robust processes for bedding in of Sodexo policy at mobilisation and for undertaking segment level audits to verify the successful completion
* Responsible for ensuring sufficient monitoring and self-assessment processes are in place in segment to support the Regional Audit Strategy in driving performance and continual improvement
* Responsible for ensuring that Regional Food Safety and Allergen management controls are robustly implemented
* Responsible for curating the Operational teams’ training needs for the segment and working with the Regional L&D and HSEQ teams to build and develop new ways of learning
* Communicate the requirements of the Segment H&S, Environmental, Food Safety, Fire and Risk Management programmes across the Segment, including the Segment Management teams and frontline employees; and coordinate the work of site Safety Champions
* Prepare, and promote through the management line, SMART HSE related objectives for the segment that link to Regional performance and help drive engagement, culture and overall compliance
* Responsible for the implementation of the UK/I accident / Incident management processes and ensuring timely investigations are undertaken to a satisfactory level, identifying root cause and clear action plans to mitigate a repeat event
* Drive a proactive approach to risk management; and ensure that wellbeing and mental health are at the forefront of everything we do, for the segment to deliver a consistent reduction in Lost Time Injury, RIDDOR and Health cases
* Actively monitor claims data for the segment and identify strategies for risk reduction
* Responsible for ensuring the timely submission of segment RIDDOR reports both to Sodexo systems (SALUS) and the authorities
* Responsible for ensuring that all regulatory activity is recorded and reported to segment Legal representative and notified to SO HSEQ team and that in the event of any legal action being taken or fines issues that BidNet is updated via the SO HSEQ team
* Responsible for ensuring any product recalls, Quick Shares, or safety alerts are immediately dealt with
* Interface, both proactively and reactively, with client HSE (or equivalent) managers / advisors / consultants etc. in the promotion of Sodexo’s Food, HSE, Fire policies, strategies, plans, and risk control arrangements where requested
* Contribute to the implementation of the ‘Better Tomorrow Plan’ across the Segment
* Establish and run segment HSE forums to drive focus, engagement and communication of HSE matters, improvement plans, performance and risk; consistently promoting a proactive approach to risk management, a coaching leadership style, and a culture of continuous improvement
* Support the Segment Business Development team through effective risk evaluation during pipeline development; provide technical contributions for bid response submissions; participate as required in presentations and consultation meetings, contract generation and review, through to support during mobilisation and resourcing activities on contracts
* Represent the Segment at all health, safety, food safety, environmental, business continuity and risk forums established by the Company, and report monthly to the segment Board on all relevant fire, safety, health and risk management matters; management information data and actionable insights
* Co design with the SO HSEQ team the Regional Campaign Programme and Safety Calendar, and support through segment HSE teams to produce content and share the messages
* As a member of the Regional Professional Family, provide support and communication to all HSE professionals across the segment and Region where your skill set is appropriate
* Work with the Regional Environmental manager to ensure the regional environmental / sustainability plan is driven down into the segment via a segment specific plan and that this is appropriately communicated, implemented, driven and monitored
* Lead the segment Business Continuity plan, to ensure timely review and communication to all stakeholders
* Ensure the segment BCP is tested at least 6 monthly
* Hold regular meetings with the segment HSE team and ensure their continued professional development
* Conduct regular tours, inspections, and spot checks to ensure that line managers are taking appropriate action to control potential hazardous situations / unsafe conditions and are maintaining up to date effective Safety Net processes, especially Risk Assessments, Safe Systems of Work, and 3 Checks for Safety
* Represent and positively promote Sodexo and the segment on external/regulatory/client forums
	+ Monitor compliance with fire safety legislation, regulations, BRE/PAS 79 Fire Risk Assessment standards and FIA codes of practice for maintenance of fire detection systems across S&L
* Setting standard in safety synesis for fire risk management to provide robust risk assurance in our fire life safety management system by sustaining and maintaining BS9997 Fire Risk Management Standard certification
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| 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. |
| * Ensure through audit and governance reporting that we can demonstrate full alignment in segment to the UK/I Policies and processes and legal requirements
* As a member of the Regional Professional Family, actively contribute to the wider Regional HSEQ strategy and improvement plans and lead by example in all aspects of Food and HSEQ
* Provide a monthly and quarterly update on performance, to the QSHE Board member and HSEQ Director against targets and objectives including the reduction on LTIR and LTHC
* Ensure the timely reporting of all incidents (Food and HSE) and ensure the timely completion of investigations for all such incidents
* Arrange as the Segment Risk Management Champion, the quarterly review meeting to ensure the risks are still relevant and to update accordingly
* Ensure feedback is provided to the segment executive regarding BCP activities, effectiveness and opportunities for improvement
* Communicate, maintain, keep up to date the site Fire Strategies and Fire Risk Assessments in accordance with BRE/PAS 79 fire risk assessment documentation
* To have an active part in bateaux London marine compliance reporting and relationship with MCA/PLA, and with BCTQ
* To ensure feedback is provided to the segment executive regarding BCP activities, effectiveness, and opportunities for improvement.
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| 7. Person Specification – Indicate the skills, knowledge, and experience that the job holder should require to conduct the role effectively |
| * Experience in managing health and safety in a multi-site environment
* Experience of managing a team, strong leadership skills
* Chartered HSEQ professional desired
* NEBOSH Diploma or equivalent
* Food safety essential
* Environmental management experience desired
* Experience in risk management and business continuity planning
* Articulate and able to confidently present to all levels of management and colleagues
* Effective influencing skills and stakeholder management
* Proficient in Microsoft office applications
	1. Internal management system auditing qualification or experience to ISO 9001, ISO 14001, ISO 45001, ISO 27001, ISO 41001 & ISO 55001
	2. PAS 79 Fire Risk Assessments and BS9997 Fire Risk Management Standard
	3. Project management and risk management skills
* Previous experience in a Justice custodial environment desired
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * Cultures innovation
 | * Ensures accountability
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| * Collaborates
 | * Communicates effectively
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| * Decision quality
 | * Persuades
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| * Business insight
 | * Drives results
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| 9. Management Approval – To be completed by document owner |
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| Version | V2 | Date | 25.06.2021 |
| Document Owner | Steve Hawkins  |

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