

# JOB DESCRIPTION:

## SOCIAL VALUE, SUSTAINABILITY & COMMUNICATIONS LEAD

Function:	Facilities Management
Position:	<b>SOCIAL VALUE, SUSTAINABILITY &amp; COMMUNICATIONS LEAD</b>
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Account Manager
Additional reporting line to:	Operational Excellence Manager
Position location:	Hybrid role. South-East England or Midlands preferable

### 1. Purpose of the Job

#### TO LEAD ON ALL SUSTAINABILITY MATTERS FOR THE ACCOUNT:

- 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.
- Working with the client and account team, supporting the design and delivery of sustainability activities and projects ensuring that the execution meets their sustainability objectives, targets and commercial realities.
- Drive innovation and propose fully costed ideas in an agreed format for presentation to clients. One approved, create a delivery programme and oversee completion of projects.
- Ensure that Sodexo works towards finding new, innovative, and economically reductive ways to stay environmentally friendly and compliant with legislation
- Ensure that sustainability is a key element of a Sodexo's services to the client and identify where to focus our efforts. Responsible for communicating these, along with any associated programmes to the Account team.
- Gather and collate data from supporting software such as waste management, carbon impact and social value activities and enter them into the agreed portal to calculate our social value impact and carbon footprint.

#### TO LEAD ON ALL SOCIAL VALUE ACTIVITIES FOR THE ACCOUNT

- Design a calendar of activities for Social Value for use in all our sites.
- Create a calendar of theme days, festivals, celebration and recognition days and ensure these are celebrated in all locations where we deliver services
- Record and produce communications to share with clients containing photos and evidence as case studies of all events
- Work with client counterparts to deliver events in partnership.
- Engage with local community to propose collaboration and drive activities across the account
- To be the lead on all charity related activities for the account
- To engage our staff and create a calendar of volunteering days used by our teams in community activities

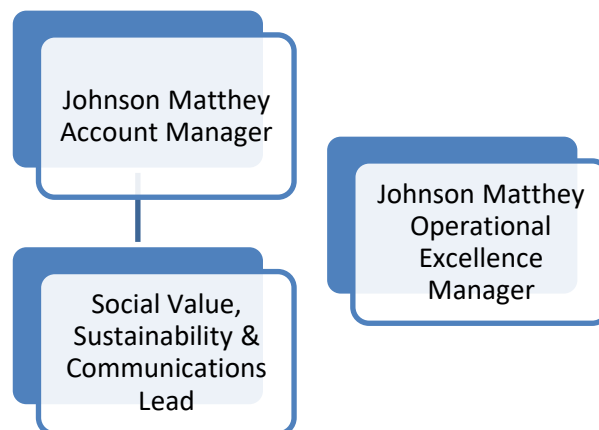
#### TO ACT AS THE LEAD FOR ALL COMMUNICATIONS WITH THE CLIENT AND FOR THE ACCOUNT

- Manage social media accounts such as Yammer, LinkedIn, Twitter, Tik Tok etc to promote and share activities conducted by the account team.
- Keep up to date with social media trends, innovations and market insights to recommend ideas to the account team for the benefit of Sodexo and the client.
- Prepare presentations and draft communications to share with our clients for promoting events, theme days, Sodexo activities and driving retail sales.
- Create case studies of activities to be shared with clients and Sodexo internal departments of activities for use in Townhall calls, Weekly Brief, new business proposals etc

#### TO PROVIDE ADMINISTRATIVE SUPPORT TO THE ACCOUNT TEAM

- To provide an efficient, confidential, effective and professional administrative support service to the Johnson Matthey account team. The role will support and interface with senior managers and clients across the business, in addition to being exposed to confidential information which will require considerable use of judgement, discretion, tact and diplomacy.
- To attend meetings and take minutes with assigned actions for onward distribution.
- To assist with diary management and travel arrangements where needed.

## 2. Organisation chart



## 3. Main assignments

- Develop, secure appropriate approvals, implement and manage a program for sustainability initiatives and staff awareness.
- Provide monthly analysis of initiative progress and data, recommending actions where appropriate.
- Develop energy, water, and waste & recycling initiative projects consistent with client goals including detailed scopes of work, benefit realisation and return on investment analysis.
- Collect data within the regions for initiatives including sustainability surveys and the Carbon Net Zero ambition.
- Develop communications to clients and account team on ways to improve sustainability.
- Introduce opportunities for improvements to sustainability that is consistent with the client's Corporate Sustainability Guidelines for carbon reduction goals and report as required.
- Prepare monthly and quarterly sustainability reports.

- Support with coordinating account wide initiatives, tracking progress of activities
- Support client sustainability team meetings, collaborating with other client's suppliers
- Prepare Powerpoint presentations for monthly, quarterly and bi-annual client meetings include strategy workshops, compiling videos of activities where required.
- Manage and support administration activity on behalf of individual management team members
- Write & distribute communication on behalf of the account team.
- Coordinate and liaise with both internal and external resources
- Work with various country contacts to obtain information as required to meet deadlines
- Improve performance in line with the Sodexo Better Tomorrow Plan and Carbon Net Zero Roadmap
- Implement and manage environmental and sustainability policies
- Understand how to use Sodexo SharePoint and Teams and act as an administrator on behalf of the global team.
- Become familiar with the client's way of working, liaise with key contacts within the client business to support the global team
- Implement a Social Value strategy for the account.
- Look for innovations in other Sodexo accounts or in the marketplace that can drive progress in the account.
- Perform complex administrative activities and substitute for other team members (absences/sickness)
- Plans in activities according to contractual timelines and governance obligations.
- Constantly raises the standard and quality of work, benchmarking against best practice.

#### 4. Accountabilities

##### Safety

- Act in a safe manner at all times, setting a positive example to all staff
- Achieve zero environmental fines or prosecutions

##### Operations

- Support site teams as required to drive a proactive approach to CSR and Social Value
- Coordinate forums and network groups as necessary to share best practice across the account
- All documentation produced is accurate, on time and to a high standard

##### Client

- Attend client meetings as appropriate to report on environmental and sustainability issues
- Maintain detailed and clear meeting minutes communication with clients and key stakeholders
- Liaise with client's communications, CSR and SV representatives on joint activities and to promote Sodexo's brand and enhance our reputation and effectiveness

##### Finance & Reporting

- Support the business in introducing new sustainable ways of working that drive financial efficiencies.
- Compile monthly governance for account teams by deadlines
- Any proposals are fully costed and detailed breakdown of costs are provided
- Administration tasks and reports are completed within agreed timescales and in an accurate manner

##### Business Improvement

- Keep apprised of the latest innovations and best practice

## 5. Person Specification

### Essential Skills

- Ability to create PowerPoint presentations to high an exceptionally high standard
- Exceptional written and spoken English language skills – spelling and grammar is key
- Able to prioritise workload effectively.
- Is thorough and shows attention to detail.
- Able to proof-read and edit documentation
- Ability to work on their own and effectively as part of a team
- Makes appropriate decisions - able to analyse problems and propose suitable solutions.
- Takes responsibility when needed.
- Acts with initiative.
- Demonstrates energy and enthusiasm. Seeks opportunities to develop self.
- Responds helpfully and courteously to requests for information or help in a timely manner.
- Communicates effectively and is a good listener.
- Makes a confident contribution in all situations.
- Proactive
- Ability to be resilient and adaptable
- Excellent communication, organisational and administration skills.
- Excellent organisational and time management skills, ability to plan and deliver objectives within an agreed timeframe. Proficient with Microsoft office applications (including Outlook, Word, Excel, Adobe, PowerPoint).
- Strong working knowledge and technical ability in using Microsoft PowerPoint and Excel
- Power BI knowledge desirable

### Experience Required:

- Experience of corporate and operational environmental management and EMS Systems
- 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
- Knowledge of and passion for sustainable innovation and change management
- Requires min. 3 years of experience in the field or in a related area.
- Experience of corporate social responsibility requirements
- Previous experience in multi-country or multi-cultural teams would be an advantage
- Have worked in an environment where confidentiality is important
- Proven experience within a similar role, working with an extremely busy team and with very high standards
- Demonstrates discretion and ability to deal with confidential issues

### Desirable, but not essential

- Knowledge of climate change and carbon management.
- Experience of facilities management.
- Degree/HND level qualification in Environmental Science or Management
- Knowledge of environmental issues surrounding the food & IFM industry
- Subscription to an environmental affiliation such as IEMA
- Knowledge of waste and contractor management
- Experience working with local community groups and charitable organisations

### Other Relevant Information

- 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

## 6. Competencies

■ Growth, Client & Customer Satisfaction / Quality of Services provided	■ Leadership & People Management
■ Rigorous management of results	■ Innovation and Change
■ Brand Notoriety	■ Employee Engagement
■ Commercial Awareness	■