

## Role Mandate

Job Title: Sustainability Manager  
 Function /CFBU: Wholesale Quality/Supply Chain  
 Dimensions of the: No direct reports, significant internal and external interfaces  
 Reports to: Director of Wholesale Quality  
 Location: Preston Brook+ travel (flexible/hybrid)

## Job Summary:

To advocate for Sustainability and work collaboratively to embed Sustainability ownership and accountability across all our activities. To provide expert advice, developing and implementing policies and procedures in conjunction with promoting Sustainability projects. Audit our current status and plans for a Sustainable future.

## Responsibilities :

Contribute to the development and delivery of Phoenix UK Sustainability strategy.

- Culture
- Principles
- Audit
- KPI
- Internal and external engagement

Contribute to the development and delivery of Phoenix Group pan European Sustainability projects.

Develop and manage the Environmental Management System (EMS) to ISO14001:2015 standards in collaboration with the Quality Manager providing supporting processes, documentation and competency development to the business to ensure delivery and compliance by the business.

Ensure the EMS System meets the requirements of all external regulators and business partners.

Promote a Sustainability culture in Phoenix.

Monitor compliance of the business to ensure that they comply with the requirements of the Environmental Management System and Sustainability standards.

Support the business to provide the required functional area specific documentation to the required standard including SOP's, NCR, Change Control, etc. and provide competency development to the business

Participate in audits and visits as required.

Be proactive in supporting the Phoenix group with new initiatives and helping develop appropriate creative, sustainable business solutions .

To produce, interpret and share meaningful Sustainability KPI information across the group.

### General

- Demonstrates the Company's values and behaviours that drive business performance, customer and quality excellence and engagement of our people
- Leading and building a high performing team that in turn adds value to the business in line with budget and relevant financial constraints.

### Key Experience, Knowledge, Skills Qualifications:

#### Key Experience - Necessary

- Experience in working with Sustainability and/or Environmental management systems
- Experience with ISO 14001 systems
- Cross functional working in a large organisation

#### Knowledge and skills – Desirable

- Sustainability accreditation/qualifications
- Relationship building
- Impact and Influence
- Concern for order and quality
- MS Office – highly skilled
- Experience developing EMS systems in a regulated environment

#### Qualifications

- Sustainability/EMS accreditation/qualifications
- Lead auditor or similar qualification
- High literacy and numeracy

### Key Interfaces

Colleagues and management teams across the phoenix UK  
PHX EU sustainability group  
Auditors/Inspectors  
Senior managers within Phoenix

## Drive Business Performance & Value Creation

*Creates value through economic action and establishes meaningful changes*

- has a profound and comprehensive knowledge of the target market and the business
- continuously develops the business and his/her performance
- realizes goals while considering costs, benefits and risks (goal and result orientation)
- shows commitment in achieving goals, even under difficulties
- searches for permanent solutions and takes responsibility for the results (solution orientation)
- has the ability and flexibility to recognize and promote business opportunities and need for change (Change Management)
- thinks and plans ahead in order to achieve long-term results-oriented growth of the PHOENIX group
- maximises efficiency and effectiveness
- realizes set objectives at due date, quickly delivers results

**Business**

## Dedicate Yourself to Customer Needs

*Bases his/her behaviour on internal/external customer benefit and thus supports business success*

- focuses on customer excellence, puts him-/herself in the position of the customer
- thinks the process back from the perspective of the customer
- gives priority to customer needs
- reacts quickly and appropriately to customer needs
- incorporates feedback in his/her decision-making processes
- aims at exceeding customer expectations
- actively contributes to build long-term and mutually beneficial customer relationships
- creates mutual trust by being reliable and fulfilling expectations
- meets the customer with respect and fairness
- anticipates customer needs and proactively develops solutions
  - encourages innovation and improvement

**Customer**

## Strive for Quality Excellence

*Acts quality-conscious and continuously improves work Results*

- has profound knowledge of his/ her own area of responsibility
- acts responsibly and ensures his/her own quality of work
- demands a high standard of quality of him-/herself and others
- supports a quality which prevents rework and waste (cost awareness)
- works accurately and in compliance with guidelines and best practices (high level of detail)
- learns from mistakes and avoids them in the future
- aims to continuously improve workflow, procedures and products (process improvement)
- continuously improves the performance levels of her/his organization, corrects insufficient work results
- openly addresses problems and develops (in dialogue with colleagues/ supervisor) appropriate solutions
- is strong in implementation and assertive

**Quality**

**People**

## Lead and Engage

*Achieves high performance levels through clear and open communication and an inspirational and appreciative interaction with others*

- motivates him-/herself and others to excellence and continuous improvement
- communicates in a timely and precise way and encourages two way communication
- creates an appropriate framework where employees develop their full capability
- promotes team spirit and creates a sense of responsibility for mutual goals
- determines the direction of the team and ensures that goals and responsibilities within the team are clearly defined and monitored regularly
- actively promotes an organisation of diversity and cooperation (employee involvement)
- identifies and discusses emerging conflicts and supports to solve them
- acts in his/her function as a role model and conducts him-/herself with integrity and credibility
- makes quick and clear decisions, is decisive
- is honest, loyal and behaves in a responsible and respectful way (sense of responsibility)
- suits his/her actions to his/her words (walk the talk)
- embodies the values of the PHOENIX mission statement