

Job Title	Group Health & Safety Manager	Function/Region	Facilities/Group
Reports to	Head of Sustainability	Band	5
Location	London		

Our Mission

‘To create the finest retail experiences.’

Our Purpose

‘Making the extraordinary possible’

Purpose

To act as the Group Health & Safety Manager within the Sustainability function, providing consistent, practical support across all countries and centres. This role contributes to that agenda by ensuring strong Health & Safety delivery, compliance and assurance at an operational level. The role focuses on coordinating Health & Safety activities, supporting centres in meeting legal and internal requirements, delivering training and assurance activities, and identifying and addressing operational risks. Working across different regulatory environments, the role liaises closely with centre teams, functional colleagues, brand partners, contractors and external authorities to support safe and compliant day-to-day operations. The role provides clear technical advice and guidance to support informed operational decision-making.

Key Responsibilities

Group H&S Governance & Standards

- Support the implementation and local adaptation of Group H&S standards across all centres, balancing global frameworks with local regulatory requirements
- Act as the Group technical reference point across occupational health and safety, Contractor and third-party risk, Physical security and access control, Environmental compliance oversight and Accessibility standards
- Crisis management, emergency preparedness and business continuity
- Food safety governance (where applicable)

Risk, Compliance & Assurance

- Provide expert advice and guidance on regulatory compliance, risk mitigation and proactive safety management across multiple jurisdictions
- Conduct internal audits and impartial reviews aligned to ISO 45001 and ISO 14001 standards
- Support centres in achieving, maintaining and maturing certification through action planning and continuous improvement tracking
- Monitor group-wide risk themes and indicators, escalating and supporting intervention where required.

Incident Management

- Act as process owner for Group H&S incidents and events, ensuring robust investigation, root cause analysis and corrective action tracking
- Lead or support high-severity or complex incidents requiring group-level coordination
- Ensure learning from incidents, audits and near misses is shared and embedded consistently across the Group Stakeholder Engagement & External Interface

- Serve as a key point of contact with regulators, enforcement bodies and external authorities where Group coordination is required
- Attend leadership forums, providing clear, data-led insight on H&S performance, emerging risks and areas of focus
- Promote shared accountability and engagement for H&S across centres, brand partners and service providers

Training, Capability & Crisis Readiness

- Deliver or facilitate H&S training across regions, ensuring content is adapted to local regulatory and language needs
- Support the development, testing and continuous improvement of crisis response, emergency preparedness and business continuity arrangements
- Contribute to the ongoing professionalisation and maturity of H&S practices across the Group

Skills & Experience

Insight & Judgement

- Applies strong risk-based and systems thinking to identify, assess and prioritise H&S risks across complex, multi-site operations
- Exercises sound professional judgement when balancing regulatory, operational and reputational considerations

Communication & Influence

- Communicates complex H&S risks and requirements clearly to senior leaders and non-specialist audiences
- Produces high-quality written reports and delivers confident H&S briefings to leadership forums

Collaboration, Relationships & Inclusion

- Builds effective working relationships across cultures, regions and organisational levels
- Partners constructively with centre teams, contractors, brand partners, regulators and external specialists

Execution, Delivery & Performance

- Strong track record supporting audits, investigations and emergency response activity
- Ensures consistent follow-through on agreed actions, controls and improvement plans

Self-Leadership & Personal Effectiveness

- Highly organised and resilient, managing multiple priorities in regulated and high-risk environments
- Maintains objectivity and professional independence when conducting audits and investigations

Learning, Adaptability & Future Readiness

- Continuous improvement mindset, using insight from incidents, audits and data to strengthen H&S maturity
- Keeps current with evolving legislation, standards and recognised best practice across markets

Business, Commercial & Digital Acumen

- Confident in interpreting H&S performance data to identify trends and support improvement activity

Requirements

- Strong experience in Health & Safety roles, including in a multi-site and/or international environment
- Proven experience delivering H&S governance, assurance and compliance activity across multiple sites or regions
- Strong working knowledge of H&S management systems, digital audit tools and performance reporting platforms
- Fluency in English with strong written and verbal communication skills
- Willingness to travel internationally

Desirable

- Recognised H&S qualification (e.g. NEBOSH or international equivalent)
- Professional membership (e.g. IOSH, IEMA, VDSI or similar)
- Additional European language skills

Our Success Framework



McArthurGlen, an extraordinary experience for everyone.

At McArthurGlen we value the diversity of our people.
We celebrate difference and believe that everyone is extraordinary.
We are committed to building a culture where our opinions and contributions
are listened to and respected and anyone can be themselves.
We learn and grow together, we all belong.