

JOB DESCRIPTION:

VENDOR GOVERNANCE OPERATIVE

Function:	Supply Management
Position:	Vendor Governance Operative
Job holder:	
Date (in job since):	n/a
Immediate manager (N+1 Job title and name):	Vendor Governance Team Leader
Additional reporting line to:	
Position location:	Stevenage

1. Purpose of the Job – State concisely the aim of the job.

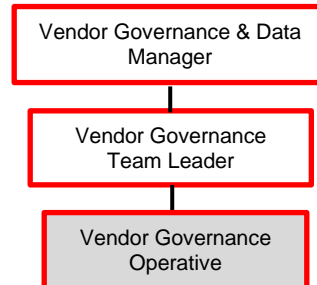
Providing a high quality service to internal and external stakeholders across the Sodexo UK&I business, the Vendor Governance Operative will help to manage and mitigate risk in the Sodexo approved supply chain, across food, FM and indirect categories. They will manage supplier and contractor compliance, dealing with issues and queries from the business segments concerning risk management policies, processes and procedures. They will provide effective governance to contribute toward the delivery of a safe, competent and compliant supply chain:

- Manage Sodexo's supplier pre-qualification questionnaire (PQQ) process for new and existing suppliers and contractors.
- Manage supplier contracts and contract management process
- Use Vendor Governance systems, tools and processes
- Maintain supplier and contractor information, documents and data

2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

UK&I regional spend	<p>Follow Vendor Governance processes, policies and procedures, relating to all affected Sodexo suppliers, including onboarding of new suppliers, maintaining existing suppliers and monitoring contractual relationships in the supply chain (circa 7,000 suppliers).</p> <p>Follow Sodexo's risk management and governance protocols to mitigate risk in the supply chain across, as directed by the Vendor Governance Team Leader.</p>
Characteristics	<p>Provide support to Sodexo across all UK&I segments.</p> <p>Respond to queries and issues concerning Sodexo suppliers and contractors.</p>

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.



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.

- Ensure the tools and processes defined to engage and manage the end-to-end supply chain are fully utilised to deliver the business needs and to support the delivery of a safe environment.
- Collect and utilise the relevant supplier information, documents and data in line with the requirements of Supply Management UK&I, whilst conforming to the global standards of data collection (hierarchy etc.)
- Apply the Sodexo risk profiling of suppliers to ensure that safety and brand reputation is maintained
- Assist the Supply Management department interface with internal or external audit in relation to supplier risk
- Ensure accurate and efficient data management across systems
- Assist with data and reports to allow interaction with the business segments
- Provide a quality support service for internal customers in a professional and efficient manner.
- Provide support across the Vendor Governance and Master Data team, where applicable and as required

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Day-to-day communication with suppliers and contractors via various means, including email and telephone. Regular liaison with several Sodexo departments including Supply Management, Finance, HSEQ, Legal and operating business segments on all matters relating to supplier compliance, contracts, pre-qualification questionnaires (PQQ), audits and overall vendor governance processes and policies.
- Manage Sodexo's supplier and contractor PQQ process – review new and existing supplier records in a cloud-based supplier platform (Arcus) and assess information and documents for quality, and compliance against defined risk management protocols. Co-ordinate accurate population of data in spreadsheets and systems and the transfer of data into internal systems for valued sharing and reporting.
- Assist with supplier contract management process in the Arcus platform – check for errors and omissions, preparing documents, maintaining contract libraries, tracking & monitoring contract dates and co-ordinating signatures through DocuSign.
- Maintain food supplier audit records in collaboration with internal HSEQ function – review food supplier records, check accreditations, identify non-conformances against Sodexo's Code of Practice, schedule audits
- Involvement in occasional internal project work relating to Vendor Governance.
- Obtain Dun & Bradstreet credit reports.
- Run ad-hoc supplier reports and check supplier master data in SAP.
- Attend internal meetings and occasional workshops (with infrequent travel) on aspects of Vendor Governance processes & systems.
- Promote compliance and adherence to Sodexo's procurement policies and risk management frameworks.
- Provide ad-hoc support to the Master Data team, as and when required
- Update and maintain templates in the Vendor Governance Document Register, as and when required.

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.

- Implement and enforce Sodexo's supplier risk management protocols, ensuring effective communication with all Sodexo UK&I stakeholders and suppliers.
- Manage Sodexo's supplier and contractor PQQ process to ensure all new and existing suppliers meet Sodexo's standards and expectations.
- Manage Sodexo's supplier contract management process to ensure contractual relationships are fully documented.
- Use Sodexo's systems and tools to accurately collect, review, monitor and maintain supplier information, documents and data.
- Promote continuous improvement and efficiencies affecting the Vendor Governance team.

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

- Qualified with GCSEs (Grade C or equivalent) in Mathematics and English Language
- Strong communicator both written and orally, able to convey points of view successfully, with excellent influencing and negotiating skills
- Process and policy driven with confidence to implement, enforce and challenge supply chain compliance
- IT literate with experience of Microsoft Office packages including Word, Excel, Teams and PowerPoint, and other application systems and/or databases
- Methodical, organised, and accurate with excellent attention to detail, able to prioritise workloads effectively within a busy support service environment
- Looks for continuous improvement in process and performance
- Experience at delivering to SLAs and/or KPIs
- Collaborative team working skills but also able to work to own initiative, with strong problem solving skills
- Driven and motivated with a willingness to learn and progress, and the ability to be flexible and adaptable
- Experience in a customer helpdesk, office administration or a customer service team
- Desirable experience in a compliance, supply chain and/or procurement role
- Ambassador for the Vendor Governance team, Supply Management department and wider Sodexo company

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

■ Growth, Client & Customer Satisfaction / Quality of Services Provided	■ Learning & Development
■ Rigorous management of results	■ Innovation and Change
■ Brand Notoriety	■ Employee Engagement
■ Commercial Awareness	

9. Management Approval – To be completed by document owner

Version	2.0	Date	27.07.2021
Document Owner	Simon Leeson		