

Job Description: Operational Supply Chain Lead



Function:	Supply Chain and Performance Management
Position:	Operational Supply Chain Lead - FTC
Job holder:	N/A
Date (in job since):	N/A
Immediate manager (N+1 Job title and name):	Head of Supply Chain and Contract Management
Additional reporting line to:	N/A
Position location:	Hybrid

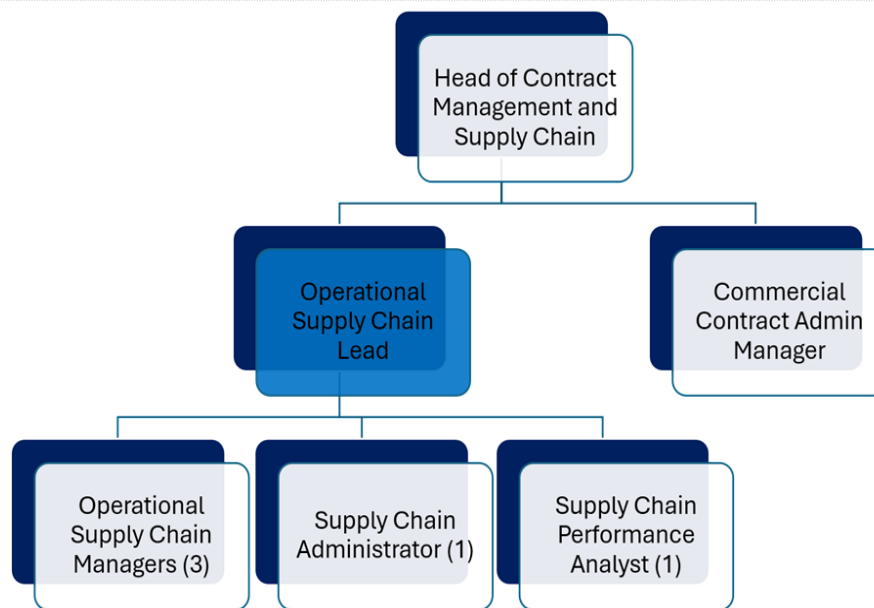
1. Purpose of the Job – State concisely the aim of the job.

As the **Operational Supply Chain Management Lead**, you will be responsible for leading the Operational Supply Chain Management Team and managing the performance and compliance of a diverse supply chain of around 30 Facilities Management (FM) and specialist suppliers.. The role is critical in ensuring that suppliers consistently deliver services in line with contractual Service Level Agreements (SLAs), Key Performance Indicators (KPIs) and fulfil all contract obligations.

Key responsibilities include:

- Lead and support the Operational Supply Chain Management Team.
- Building and maintaining effective collaborative relationships with client stakeholders and supply chain partners.
- Ensuring robust operational governance through Performance Management Boards and regular supplier performance reviews.
- Accountable for the end-to-end monitoring and management of FM supplier performance against contractual SLAs, KPIs, and service delivery requirements, ensuring that performance issues, mitigation plans, and associated service deductions are effectively managed through to resolution
- Identifying, addressing, and escalating performance issues where necessary to ensure timely resolution and continuous improvement.
- Supporting the Intelligent Service Centre Helpdesk to ensure a seamless approach to service delivery and issue resolution.
- Working closely with the Contract Management and Supply Chain teams to achieve client objectives.

2. 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.



3. 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.

- Lead and support the team in day-to-day activities and escalations.
- Ownership of supplier performance and contract reporting, ensuring data is accurate, timely and reliable.
- Produce supplier performance reports and dashboards that provide clear insights and support business decision-making.
- Work with stakeholders to ensure clear ownership, governance, and accuracy of all reporting data.
- Develop new reports aligned to evolving business needs and client requirements.
- Improve reporting solutions through automation, reducing manual effort and increasing data accessibility.
- Maintain clear and up-to-date process documentation, including SOPs, ensuring all information is stored within the Business Library.
- Support supply chain mobilisation and demobilisation activity.
- Drive continuous improvement in reporting, processes and operational standards using DMAIC methodology.
- Be willing to support other members of the contract team to minimise the impact on service levels and contractual obligations.
- Work in such a way that upholds and promotes the client values of professionalism, integrity, courage, accountability, respect and empathy.
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4. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Deliver weekly and monthly Supplier Performance reporting, ensuring accuracy, consistency, and adherence to agreed deadlines.
- Accountable for Supplier Balanced Scorecard production and mitigation
- Provide insightful commentary, analysis, and recommendations to support performance improvement and informed decision-making.
- Conduct regular quality assurance on reporting outputs, maintaining a full audit trail and ensuring visibility and resolution of any remedial actions.

- Oversee supplier governance activities, including Performance Management Boards, ensuring clear accountability, risk management, and delivery of improvement actions.
- Monitor supplier compliance with contractual obligations and identify risks that could impact service delivery, escalating where required.
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5. 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.

- Produce and deliver contractual, routine, and ad hoc reporting to support operational performance and informed decision-making.
- Analyse supplier performance data and provide insight to drive continuous improvement.
- Manage the end-to-end monthly supplier performance reporting cycle, including balanced scorecards, performance reviews, issue resolution, and stakeholder engagement.
- Maintain robust supplier performance governance frameworks and reporting tools to ensure data accuracy and consistency.
- Develop and maintain comprehensive SOPs and process documentation, ensuring effective knowledge management and compliance with business standards.
- Monitor supplier adherence to contractual obligations.
- Manage and support supplier mobilisation and demobilisation activity

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

- Demonstrated ability to build and maintain effective working relationships with internal and external stakeholders
- Strong leadership and management skills, with the ability to influence, support, and drive positive outcomes.
- Excellent written and verbal communication skills, with the ability to present complex information clearly and concisely.
- Advanced proficiency in Microsoft Office applications, particularly Excel, PowerPoint, and Word.
- Good working knowledge of reporting and business intelligence tools, including Power BI.
- Strong organisational skills, with the ability to plan, prioritise, and manage competing workloads effectively.
- Ability to work independently from a defined brief, exercising initiative and judgement with minimal supervision.
- Proven experience in designing, developing, and maintaining complex data models to enhance business processes, reporting accuracy, and operational efficiency.
- Strong analytical skills, with the ability to interpret data, identify trends and provide actionable insights.
- High attention to detail and a commitment to data quality and accuracy.
- Continuous improvement mindset, with experience reviewing processes and implementing more efficient ways of working.

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

- Growth, Client & Customer Satisfaction / Quality of Services provided
- Rigorous management of results
- Innovation and Change
- Commercial Awareness
- Employee Engagement
- Learning & Development

8. Management Approval – To be completed by document owner

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Document Owner	Siobhan Higgins		