

# Job Description: Data, Process & Governance Manager

Function:	Supply Management
Position:	Data, Process & Governance Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Head of Supply Chain
Additional reporting line to:	
Position location:	UK (Stevenage)

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

In the context of our global transformation to strongly contribute to Supply Management performance, the role will accelerate the development of our data, process and governance solutions supporting the business needs and mitigating supply chain risk.

This role owns Supply Management's Source to Pay processes, including governance and risk, with a focus on stabilising, documenting and improving how they work in practice. The emphasis is on consistent delivery, clear ownership and operational control rather than designing new end to end models.

The role works with global and regional teams to make effective use of existing systems and tools, supporting teams to use technology properly rather than leading technology platform development.

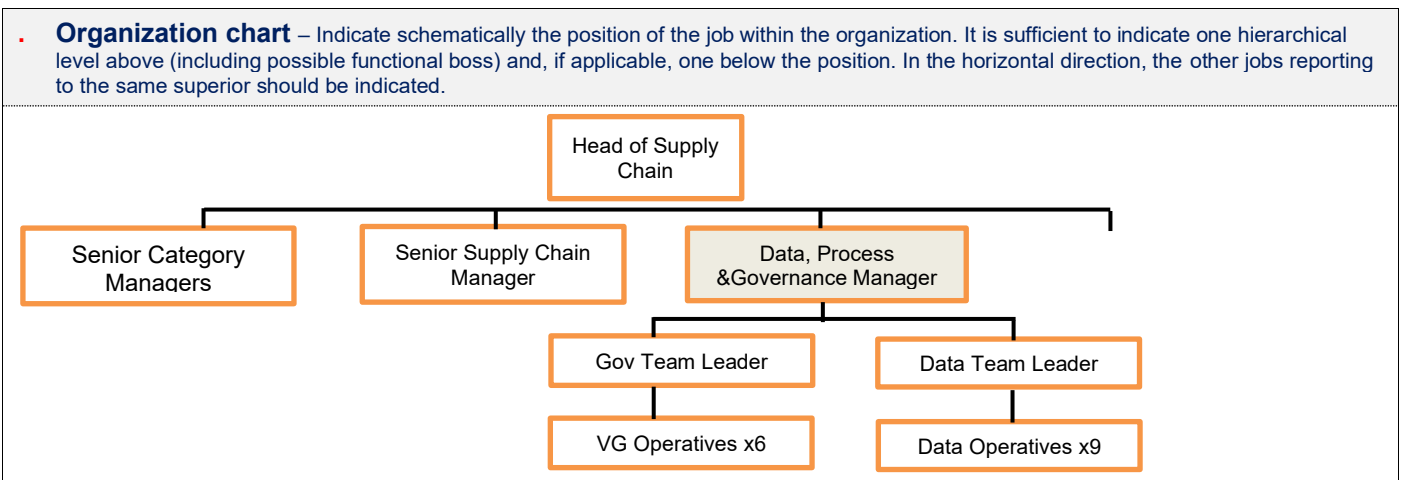
From a data perspective, the role is responsible for data stewardship across supplier and contract data, improving data quality, controls and usability so information can be relied on for audit, reporting and decision making.

The role promotes a practical, process and data aware culture focused on incremental improvement, risk reduction and readiness for future ERP and regulatory requirements. Local roadmaps are developed to support business needs and align with wider regional and global direction, ensuring people, processes and systems are fit for purpose.

## 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 & ROI spend	Design, build and deployment of end to end Source to Pay processes (this shall include risk, governance and data)	Purchasing Turnover with contracted suppliers circa £620m	Lead a team of Governance and data professionals (circa 15 people) ensuring the appropriate levels of data accuracy and availability is available to manage the business and ensure that the operations are not exposed to undue levels of Supply Chain risk.
	Reconciliation and collection of revenues from Supply Chain income of circa £30m per annum.	Consolidation projects Circa £220m (PSL, GEC)	
	Responsible for Governance process relating to all (circa 7,000) vendors covering the risk mitigation, Contract Management and all data requirements.		
	Define and implement the UK&I Risk		

		Management Protocol and master data collection				



**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.

Lead the stabilisation and improvement of Supply Management processes, data and systems to support consistent delivery, operational control and reliable decisionmaking, improving efficiency and performance within existing tools and constraints.

Develop and embed the importance of end-to-end consistent processes and data management to all Supply Management stakeholders through:

- Make it clear to stakeholders why consistent processes and good data matter.
- Improve and stabilise Source to Pay processes, with focus on onboarding, contracting, governance and risk.
- Put simple, practical data plans in place so teams can rely on information for reporting, audit and decisions.
- Lead the stabilisation and improvement of Supply Management processes, data and systems to support consistent delivery, operational control and reliable decision making, improving efficiency and performance within existing tools and constraints.
- Improve how existing systems are used so they support processes and capture cleaner, more reliable data.
- Lead change in a practical way, helping teams understand how better processes and data reduce issues and support day to day delivery.

Continue delivery of existing strategic initiatives, supporting **ERP design and readiness** by ensuring processes, data and controls are fit for future ways of working

1. Re-position the Vendor Governance approach/processes ensuring the Process, system and governance are fit for purpose to deliver the business needs to support both delivery of a safe environment but also growth.
2. Represent Supply Management on the UK Risk Committee and act as SPOC for Supply Management.

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

**People, processes, and Systems:**

- Lead practical improvement of Supply Management processes, data and systems, working within existing tools.
- Act as the regional point of contact for relevant global initiatives, coordinating input from Supply Management experts where needed.
- Understand regional priorities for processes, systems and data, and work with global teams where alignment is required.
- Maintain a clear, realistic roadmap focused on process stability, data quality and **ERP readiness**.
- Own and improve Source to Pay processes, including onboarding, contracting, governance and risk.
- Promote sensible use of data and processes, helping teams improve how they work day to day rather than driving theoretical models.
- Oversee supplier and contract data capture to ensure it supports operational needs, audit, reporting and downstream processes.
- Work with IT and other teams to improve data quality and controls, reducing errors, rework and data pollution

**Governance**

- Responsible for end-to-end governance framework including sourcing, contracting, risk and vendor management (including on-boarding)
- Manage the risk profile of the vendor database to ensure brand reputation is maintained
- Lead Supply Management interface with internal audit in relation to all vendor required data
- Represent Supply Management on the UK risk committee

**Leadership and Management**

- Provide strong professional leadership of the Data and Governance teams ensuring all colleagues are clear on their role, have a complete customer focus, and understand how they contribute to the strategic direction of Sodexo
- Establish departmental goals, objectives, and operating procedures
- Manage performance clearly and decisively
- Support teams through **ERP readiness and change**, ensuring people understand new ways of working and are prepared for process and data impacts

**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.

- Stable, documented and consistently applied **Source to Pay processes**, with clear ownership and controls.
- Supplier, contract and data governance that **reduces risk** and stands up to audit and regulatory scrutiny.
- Reliable, usable supplier and contract data that supports reporting, decision-making and day-to-day operations.
- Supply Management **ready for ERP**, with processes, data and teams prepared for future ways of working.
- Clear ownership and coordination of Supply Management data initiatives, ensuring they are fit for business purpose

**Person specification**

- • Experience in supplier governance, onboarding, contract management or related Supply Management functions
- • Good working knowledge of data quality, controls and governance in an operational environment
- • Experience improving processes and ways of working within existing systems and constraints
- • Comfortable working in a matrix environment with regional and global stakeholders
- • Proven ability to manage complex stakeholder relationships and competing priorities
- • Experience working with IT and system owners to improve data quality and process outcomes
- • Strong people leadership skills in operational teams
- • Clear communicator with the ability to influence and explain complex issues simply
- • Organised, pragmatic and able to operate calmly in high-noise environments
- • Detail-focused, outcome-oriented and comfortable balancing risk, delivery and change
- • Fluent in English; additional languages a plus but not essential

### **Competencies**

- Growth, client & customer satisfaction, quality of services provided
- Leadership and people management
- Rigorous management of results
- Innovation and Change
- Commercial Awareness