

# Job Description : Business Relationship Manager



Function:	IS&T
Position:	<b>Business Relationship Manager – E&amp;R, CS, Sdx Live</b>
Job holder:	
Immediate manager Job title	CIO UK&I
Writer / date	CIO TO
Validator / date	

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

Responsible for Business (segment, function, platform) liaison to ensure alignment of IS&T activities to Business needs and the demand management process for the segment or business.

Extensive understanding of the IS&T organization in addition to the skills to effectively communicate with segments and to understand their technological needs. This role is a main point of contact between IS&T, Segments, HR, finance and other departments that rely heavily on technology for daily business.

Fully understand the business strategy of the segment and provide advisory services on any technology aspects.

This role develops an intimate relationship with the Business representatives at the highest level of the segments: understand their strategy, provide insights when relevant (data based).

Assisting the segments to define their Annual Business Plans or Roadmaps.

The conduit between the segment and Global/Regional IS&T. Facilitates the IS&T Governance for the business (taking them through the steps and ensuring coordination for example).

Partnering with the business and drives delivery of customer-focused value. Contributes and assists in the generation of any segment business case, which has an IT/technology component.

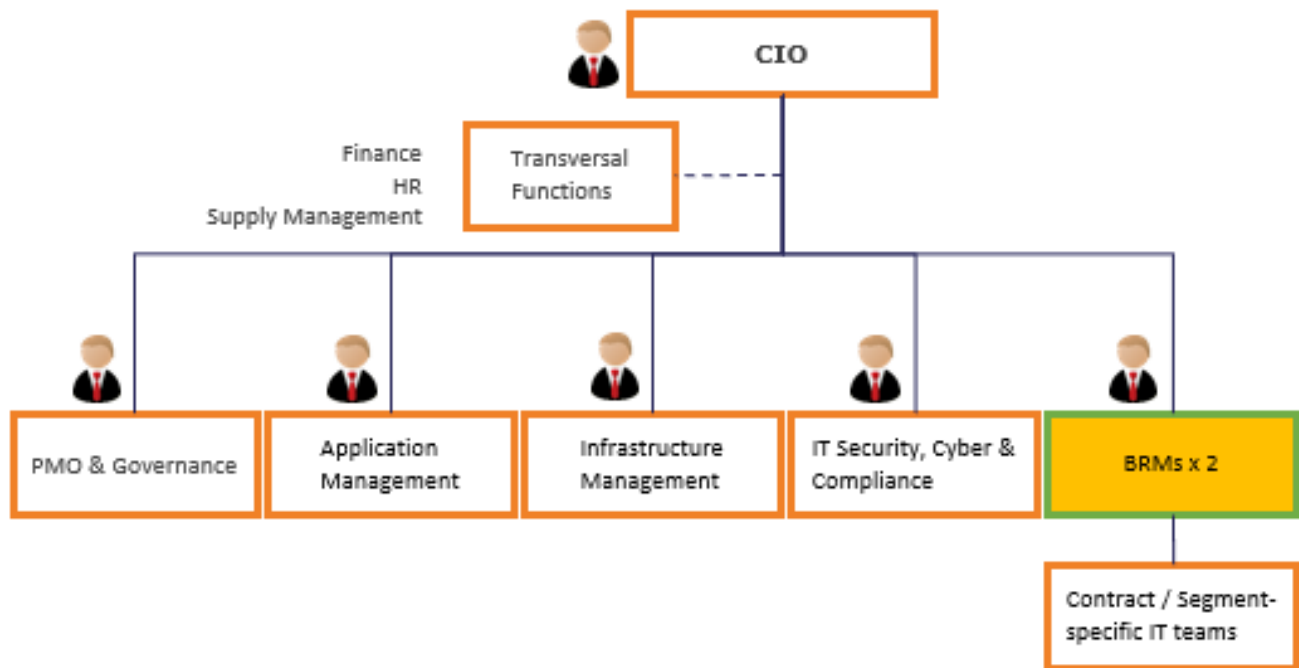
The IS&T representative for one or more segments and for some or all regions.

When segment revenue in a Region is predominant in the Global Segment revenue BRM will double-hat as Global and Region BRM.

Line management responsibility for any segment or contract-specific IT staff resources.

Part of a Global & Regional BRM community sharing best practices on how to engage effectively and efficiently with the business.

## 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.



Direct reporting Line:

N+1: Regional CIO

**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.

- Understands the Segment strategies and provides relevant insights
- Manages demand for IS&T from relevant Businesses, ensuring IS&T capacity constraints are respected
- Has a detailed understanding of the Segments' needs (field observations, market trends, competition survey, etc.)
- Acts as technology advisor to the business on their respective market
- Feeds Enterprise Architecture (including the Data Architecture) with strategic insight, influence roadmaps and budget allocation.
- Anticipates any change prerequisites in order to maximize new processes and tools adoption, act closely with BPO (Group Platform and Support Functions) and provide inputs to continuously improve processes.
- Measures user satisfaction (both internal and external users).
- Ensures compliance with IS&T governance: contributes to build business cases and captures the ROI realized from deployed solutions
- Promotes Global solutions; defend affordable solutions (TCO, change management).
- Captures opportunities for POC leveraging Sodexo's innovation capabilities.
- Ensures transversal cooperation with other IS&T activities, other BRM's, Group Platforms and BPO's

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

##### GLOBAL AND REGIONAL ACTIVITIES

- Builds segment executive relationships of professional trust
- Drafts and prioritizes segment technology roadmap with business and IT leaders
- Relays needs and requirements to other IT activity areas / domains
- Oversees projects and deployments
- Acts as a point of escalation on IT activities
- Manages segment-specific service catalogue
- Assists with client bids
- Facilitates IS&T Governance for the segment
- Manages segment demand for IS&T
- Liaises with other Regional and Global BRMs for assigned segments (e.g. global segment roadmap and projects)
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#### 5. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

##### Hard Skills

- Educated to degree level and holds professional IT qualifications in Service Delivery (e.g. ITL Foundation) and Project / Programme Management (e.g. PRINCE2 / MSP / PMI)
- At least 10yrs relevant experience in Information Technology management
- At least 5 years people management experience, leading teams to deliver required solutions
- Experience in managing and working with global teams across different regions
- Ability to manage directly or indirectly teams of 20 – 25 people
- Ability to capture and analyze complex business requirements
- Ability to prioritise competing requirements and influence strategic direction
- Ability to communicate business problems and priorities to technical audiences
- Good knowledge and experience of Technical Architecture and Information Security
- Extensive experience of full contract lifecycle (from bid to demobilization) major multinationals / UK Government
- Able to manage IS&T demand from business segments totaling revenue £700m – £1bn
- C. 15-20 Major Strategic initiatives (projects / programmes) concurrently
- Ability to define Segment IT strategies with Segment Execs

##### Soft skills

- Establishes excellent working relationships with C-level stakeholders, senior managers and attends Exec level meetings; clients and technical staff or suppliers
- Demonstrates professionalism and commitment to champion technological delivery
- Security Clearance to OFFICIAL-SENSITIVE (SC) level (for some contracts)
- Ability to explain technical issues and solutions to non-technical audiences
- Clear understanding of Sodexo business and processes
- Strong commercial awareness
- Ability to communicate clearly at all levels
- Excellent stakeholder management skills – internal and external (client & vendors)
- Innovative thinker
- Highly self-motivated