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Job Description
Head of Service Management and Brands

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| Function: | **Service Operations, Food Platform**  |
| Position:  | **Head of Drive** |
| Job holder: | n/a |
| Date (in job since): | n/a |
| Immediate manager (N+1 Job title and name): | **Director - Food Platform UK&I** |
| Additional reporting line to: | n/a |
| Position location: | Hybrid Role – easy access to London/Stevenage/Salford |
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| 1. Purpose of the Job – State concisely the aim of the job.
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| The Head of Drive is responsible for the ongoing management of the of the DRIVE process and Food Management Systems (FMS) within the UK&I business driving efficiencies and the right behaviors through the use of the food management system and processes. DRIVE is the key food processes for Sodexo globally and the UK presently use a product provided by Fourth Hospitality as the main FMS. The process / system are a structural foundation to everything associated with food and is a significant piece of work under the fix the basics workstream within food transformation. |
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| 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. |
| The Head of Drive will lead the regional strategy for the food management system, DRIVE processes and wider use of data within the centrally managed brands. They will work across the operating segments in Sodexo as well as partnering with the global team to ensure alignment and representation. The DRIVE team works across all aspects of the business, Supplier Management, IS&T other Tech and Services functions as well as the operating segments. Success will be achieved through data accuracy and accessibility in the system, compliance in use of the system, and the deployment of functionality. KPI’s and other measures of success will be used. The FMS in the UK&I business will be used across ~750 sites.  |

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| 1. Organization chart – Indicate schematically the position of the job within the organization. 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 .
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| 1. **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.
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| The role has significant internal stakeholders and will require tenacity, resilience, diplomacy and the ability to communicate effectively to ensure the team meets the objectives in a timely manner as well as the requirement to demonstrate proven experience with the use of and management of Food Management Systems.There is a requirement to lead on change, driving the right behaviors and practices to improve how business controls its’ food operations and uses data to improve and drive change.  |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| **Strategy*** Develop and maintain the DRIVE strategy for the UK&I and effective use of the food management system to implement processes and use of data
* Support the Global Food Platform team in the development of the DRIVE processes

**Data Control** * Manage the data entry team and costing process ensuring accurate and timely information is provided
* Create effective processes for the ongoing validation of the data and measurement of accuracy

**Business Processes*** Develop, document, maintain and improve all relevant business processes that support the strategy
* Support the training of the operational teas across the business in the relevant business processes
* Create a culture of continuous improvement in respect of the business processes to drive improvements that create value for the business

**Compliance** * Identify opportunities to improve compliance across the business and lead the professional family in region on this
* Manage and communicate compliance within the business and any required action plans

**Coordination** * Work across the food platform ensuring activity from a data build perspective is coordinated.
* Work with the digital team to build the data flow into the trading channels
* Manager any SIT / UAT relevant to the systems used
* Communicate system updates with the system users
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| 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. |
| * Ownership and maintenance of food business processes in the region
* Ownership from a business perspective of the relevant FMS – collaborate with product owner to drive improvements
* Responsible for the data accuracy within the system and that this is maintained and improved over time
* Accountable to support the business with ongoing deployment activities (new sites, new functionality etc).
* Own the data processes within the food platform and associated activity
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| 7. Person Specification  |
| Essential* Ability to develop and maintain effective working relationships with all key stakeholders
* An in-depth knowledge of food management systems and their role within complex food orientated businesses
* Proven experience in working in food businesses and using data to drive business change
* An in-depth knowledge or product and menu development
* Excellent people management and coaching skills
* Clear communicator, both spoken and written with strong presentation skills
* Ability to work autonomously and prioritize high volumes of work
* Clear understanding of the role of food to Sodexo
* Excellent interpersonal and leadership skills, as well as ability to interact with and influence stakeholders at all levels of organization and with different cultures
* Proven experience creating and developing business processes
* Ability to manage a data entry team within a food business

**Desirable*** Clear understanding of food supply chains
* An in-depth knowledge or product and menu
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