

Job Description: Supplier Relationship Manager



Function:	Supply Management
Position:	Supplier Relationship Manager (SES)
Job holder:	
Date (in job since):	n/a
Immediate manager (N+1 Job title and name):	Senior Regional Buyer
Additional reporting line to:	
Position location:	UK or Ireland (Homeworker or office based)

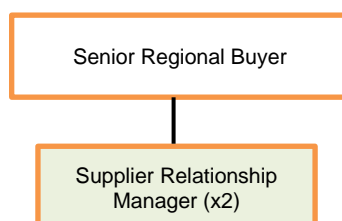
1. Purpose of the Job – State concisely the aim of the job.

Managing relationships with suppliers through implementation of the SRM strategy across the UK & Ireland region, ensuring the maximum benefits in terms of efficiency, cost savings and ease of operation are derived and risk is mitigated or eliminated to protect the organisation and our clients. Strong focus on Hard FM Supply Chain to develop SRM in this particular field.

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	Responsible for a portfolio of suppliers amounting to circa £100m of spend (dependent on complexity).			

3. 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.



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.

- To manage the relationships with a portfolio of strategic, collaborative, and preferred suppliers, mainly in the field of Hard FM.
- Build strategic relationships with the suppliers and encourage joint business plans with strategic and collaborative suppliers to drive mutual benefit and strengthen relationships.
- Conduct supplier review meetings in accordance with the SRM Activity Matrix.
- Manage the ongoing improvement of suppliers in the region
- Ensure that KPIs are met and that remedial actions are in place for supply chain improvements
- Build a strong network within the Supply Management function, both at regional and local level and Service Operations at a regional level
- Design and implement adequate strategies to achieve the high performance of suppliers, engaging with stakeholders both within Service Operations and the business segments ensuring continuous improvement, continuity and risk mitigation
- Develop joint business objectives plans and innovation with our core Suppliers

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

Alignment & Strategy

- Implement the SRM strategy, ensuring it meets the operational and commercial needs of the organisation
- Proactively seek and build continuous and meaningful engagement with the business and suppliers to shape services and improve value delivered from the supply chain
- Support the preparation of meetings with the supplier at various management levels including Top to Top meetings involving platform directors / other key contacts.
- Develop and implement joint business plans with strategic and collaborative suppliers which ensure that 'customer focus' is paramount
- Conduct relationship assessments and work with key stakeholders to create relationship actions plans to increase Sodexo leverage and reduce the risk profile of the relationship.
- Conduct 360° surveys with suppliers to identify opportunities to improve the overall relationship

Governance

- Conduct supplier review meetings with suppliers to review performance to Sodexo SLA/KPIs
- Maintain the relationship map for the suppliers in scope including contact details for the key stakeholders from levels 1 – 6.
- Continually seek communication of organisational updates from the supply chain and share relevant Sodexo updates with them in the spirit of two-way communication.
- Support the creation of a monthly supplier newsletter and encourage feedback on the value of the newsletter and answer queries they may raise.
- Support the delivery of supplier briefings/forums required from time to time to update the supply chain on key Sodexo priorities.

Contract Management

- Support Category Management during Category Review through provision of accurate and meaningful data & feedback regarding the supplier's performance to enable the creation of a Category Plan
- Support the creation of service/goods specifications / SLA / KPIs which are tailored to individual category requirements for inclusion within supplier agreement.
- Monitor supplier is complying with terms of contract on an ongoing basis.
- Drive growth incentives within contract to generate PI/savings
- Ensure Supplier completed all required governance activities including agreement to new standards/policies and updating of PQQ information.

Performance Management

- Develop and implement joint two-way score cards to capture performance and improvement.
- Review & Manage KPI Performance of supplier
- Complete customer satisfaction surveys with operations
- Review Supply solutions complaints pro-actively & resolve critical / senior escalations on an urgent, reactive basis
- Create & mobilise robust corrective action plans for poor performing suppliers to ensure immediate improvement to meet Sodexo SLA's.
- Develop supplier/category dashboards to analyze key trends and summarise in clear communication to stakeholder's dependent on category.
- Agree penalties/credits due to Sodexo were applicable.

Continuous Improvement

- Design and implement supply chain initiatives which optimise the products/services provided by the supplier to improve quality and reduce the Total Cost of Ownership (TCO)
- Track and report specific savings achieved to commercial accounts / finance.
- Develop logistics initiative which reduce average delivery frequency, increasing Average Order Value's and drive both commercial and environmental benefits.
- Work with internal and external stakeholders regarding innovation including Generation, cleansing, selecting, trialing, and deploying ideas of innovation (new product, equipment, service)
- Support the implementation of Responsible Sourcing priorities including Ecovadis, Net Zero & tackling Modern Slavery

Supply Chain Management

- Effectively plan for potential impacts on the supply chain including site openings, major events, major changes
- Manage stock position with supplier including forecasting, underwriting, monitoring, risk mitigating to ensure the business maintains access to the goods they require as much as practicably possible.
- Maintain effective business continuity plans for category/supplier including new legislation, major political/economic events, Pandemic,
- Management of upstream sourcing issues within category including raw material shortages, service capacity issues as appropriate.
- Support Business Partners to effectively bid and mobilise new business across all segments within the region.

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.

- Embed the SRM process for all suppliers in scope with a clear focus to manage and plan effectively.
- Ensure Hard FM Suppliers are well integrated into our SRM Framework
- Manage the delivery of ambitious annual joint objectives to deliver value across the supply chain
- Ensure the supply chain performance meets operational requirements.
- Foster the development of innovation across the Supply base for all aspects of service delivery.
- Understand and support Sodexo's drive for growth and improvement in profitability at Segment, Setting and delivering ambitious annual joint objectives to deliver value across the supply chain

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

- Strong experience in supply management (> 3 years)
- Proven track record in complex relationship management
- Hard FM experience and knowledge
- Be able to build and maintain strong relationships at all levels of the business.
- Be organised, methodical and self-motivated whilst having an ability to work independently or as part of a team.
- Able to demonstrate a flexible ability to predetermine workload demand and prioritisation skills, to be able to identify the urgent business need for support.
- Ability in working in a matrix environment
- Financial acumen and result orientated with ability to present results in a structured and professional manner
- Excellent external networking capabilities and presentation skills

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

▪ Relationship Management	▪ Brand Notoriety
▪ Growth, client & customer satisfaction, quality of services provided	▪ Business Consulting
▪ Impact and Influence	
▪ Rigorous management of results	
▪ Innovation and Change	
▪ Planning and Organisation	

9. Management Approval – To be completed by document owner

Version	ST V2b/ LW Amended	Date	Oct 2025
Document Owner	Head of SES		