

Job Description: Business Relationship Manager



Function:	TDDI
Position:	Business Relationship Manager
Immediate manager (N+1 Job title and name):	Delivery Director
Grading	G1

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

Responsible for Business (segment, function, platform) liaison to ensure alignment of TDDI activities to Business needs and the demand management process for the segment or business to help realise business value from TDDI.

Extensive understanding of the TDDI 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 TDDI, 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 Road maps.

The conduit between the segment and Global/Regional TDDI. Facilitates the TDDI Governance for the business (taking them through the steps and ensuring coordination for example). The BRM provides best-in-class account management for multiple stakeholder groups across Sodexo and acts as the voice of the segment to TDDI.

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 TDDI 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.

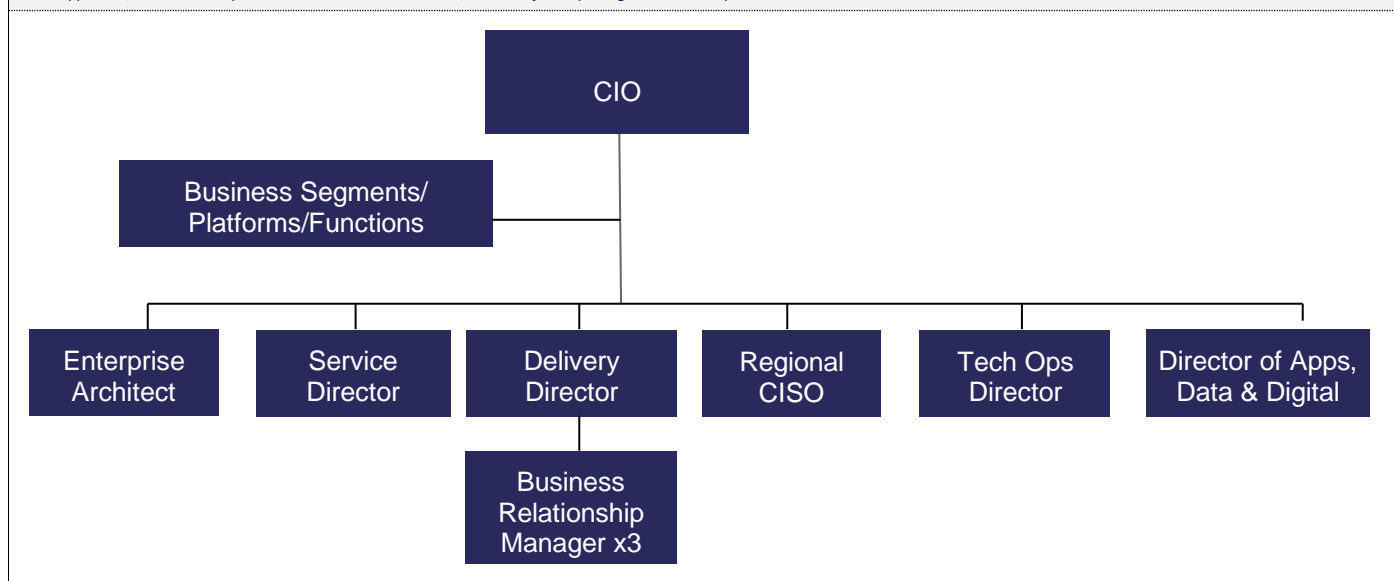
Line management responsibility for any segment or contract-specific TDDI resources.

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

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.

Revenue FY13:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						
Characteristics		<ul style="list-style-type: none">▪ The role holder has no direct responsibility for staff management, sales or budget management.▪ Scope covers TDDI for UK&I- specific business segment to be allocated from time to time.							

3. 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.



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.

- Will be required to work closely with other C-Level stakeholders, senior managers, internal clients and technical staff.
- Understands the Segment strategies and provides relevant insights
- Manages demand for TDDI from relevant Businesses, ensuring TDDI capacity constraints are respected
- Has a detailed understanding of the Segments' needs (field observations, market trends, competition survey, etc.)
- Manage the co-ordination of annual business planning cycle
- Acts as technology advisor to the business on their respective market
- Quickly gain a strong understanding of the sales pipeline in order to assess TDDI requirements for bids and mobilisations,
- Feeds Enterprise Architecture (including the Data Architecture) with strategic insight, influence road maps and budget allocation.
- Anticipates any change prerequisites in order to maximize new processes and tools adoption, act closely with Group Platform and Support Functions, and provide inputs to continuously improve processes.
- Measures user satisfaction (both internal and external users),
- Ensures compliance with TDDI governance: contributes to build business cases and captures the ROI realized from deployed solutions
- Promotes Global solutions; defend affordable solutions (e.g. Change management),
- Captures opportunities for POC leveraging Sodexo's innovation capabilities,
- Ensures transversal cooperation with other TDDI activities, other BRM's, Group Platforms and BPO's

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

- Developing a strong understanding of segment business strategy
- Builds segment executive relationships of professional trust
- Manages segment demand for TDDI
- Drafts and prioritizes segment technology roadmap with business and TDDI leaders
- Facilitating the co-development of a technology strategy and road maps to support the business strategy Annual business planning to ensure segment TDDI initiatives are well understood, properly costed (as appropriate) and resource needs are understood. This would include ensuring the impact on the segment of major TDDI initiatives is also understood and planned
- Understand the sales pipeline and helping assess TDDI needs for bids to ensure IT supports client bids and mobs effectively
- Input TDDI-related costs and effort into business cases to assist with client bids
- Facilitate the navigation of TDDI governance processes
- Ensure any segment-specific needs and nuances are understood by TDDI when planning major TDDI sponsored initiatives
- Report on TDDI service quality and act as an escalation point where needed, manages segment specific service catalogue
- Supporting financial transparency
- Support global initiatives and impact on segments at regional level
- Facilitating innovation opportunities, overseeing projects and deployments
- Extensive understanding of the TDDI organization, relays needs and requirements to other TDDI activity areas/domains
- Take part in the Global & Regional BRM community sharing best practices on how to engage effectively

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.

- Works effectively with TDDI and Business project and operational team members.
- Regular reporting on TDDI service quality
- Annual business planning
- Demonstrating understanding of the sales pipeline, assisting with assessing IT needs for bids.
- Facilitating the co-development of a technology strategy

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

- Excellent stakeholder and relationship management skills with C-level stakeholders, senior managers, clients and technical staff or suppliers and attends Exec level meetings; clients and technical staff or suppliers.
- Demonstrates professionalism and commitment to champion technological delivery Ability to explain technical issues and solutions to non-technical audiences

- Ability to develop a clear understanding of Sodexo business and processes Strong commercial awareness
- Ability to communicate clearly at all levels Innovative thinker
- Highly self-motivated
- 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) (optional)
- 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 capture and analyse complex business requirements
- Ability to prioritise competing requirements and influence strategic direction
- Ability to communicate business problems and priorities to technical audiences
- Good working knowledge of Technical Architecture and information Security
- Extensive experience of full contract lifecycle (tram bid to demobilization) major multinationals/ LJK
- Government
- Able to manage TDDI demand tram business segments totalling revenue £700m - £1 bn C. 15-20 Major Strategic initiatives (projects/programmes) concurrently
- Ability to manage directly or indirectly teams of 20-25 people
- Ability to define Segment IT strategies with Segment Execs

Desirable

- Security Clearance to OFFICIAL SENSITIVE (SC) level for some contracts

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

▪ Communicates effectively
▪ Innovation
▪ Business Insight
▪ Act Collaboratively
▪ Challenge With Humility
▪ Drives Results
▪ Builds Effective Teams

9. Management Approval – To be completed by document owner

Version	1.0	Date	08/11/2024
Document Owner			