

Job Description: Business Manager



Function:	Finance
Position:	Transactional Finance Specialist
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	
Additional reporting line to:	
Position location:	Salford

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

Key point of contact and liaison for P2P activities in the UKI, handling escalated and complex issues and driving vendor and business compliance.
Redaction of sensitive information from invoices relating to the SJS segment in line with MOJ agreement

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	Revenue – n/a	Growth type: n/a	Outsourcing rate: n/a	Region Workforce	n/a
	EBIT – n/a		Outsourcing growth rate: n/a	HR in Region	n/a
Characteristics ▪ n/a					

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.

- Adapting to changes and always striving for quality and improvements
- Ensure high quality service delivery is maintained for our business segments
- Collaboration with business segment teams and SBS
- Managing internal and external relationships
- Working in a fast-paced environment
- Dealing with all requests within the agreed SLA's, and providing effective services to the internal and external stakeholders

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

- Manage P2P requests and enquiries
- Act as a local point of contact for the business and liaise with SBS to resolve escalated issues and urgent requests
- Establish and maintain UK specific procedures and processes
- Identify areas of non-compliance and liaise with the business to resolve
- Managing invoice redaction and submission for the SJS segment
- Handle legal letters/claims, Bailiffs, vendors who have put us 'on stop'
- Specific regional projects in the P2P area
- Work alongside Service Operations /Supply Management on vendor process management and issue resolution
- Key point of contact for specific workstreams for operational segments in driving efficiency and compliance

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.

- Ensure that all business queries are resolved within agreed timeframes
- Ensure all Client queries are resolved within agreed timeframes
- Take ownership of objectives and project work
- Carry out regular reviews of working practices and processes to ensure efficient operations, and suggest improvements.
- Ensure accurate redaction of MOJ invoices in line with contract agreement and timely submission of invoices

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

- Strong organisation skills.
- Strong commercial acumen, willing and able to challenge accepted practices and processes.
- Pro-active and responsive
- Excellent time management skills
- Ability to work under pressure
- Stakeholder management
- Independent problem solver
- Strong customer service and interpersonal / people skills
- Deliver to strict guidelines and to tight deadlines
- A strong focus on quality and alignment to Sodexo's values.

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

<input type="checkbox"/> Growth, Client & Customer Satisfaction / Quality of Services provided	<input type="checkbox"/> Leadership & People Management
<input type="checkbox"/> Rigorous management of results	<input type="checkbox"/> Innovation and Change
<input type="checkbox"/> Employee Engagement	
<input type="checkbox"/> Learning & Development	

9. Management Approval – To be completed by document owner

Version	1.0	Date	25.01.22
Document Owner			

10. Employee Approval – To be completed by employee

Employee Name		Date	25.01.22
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