

Job Description:
Supply Solutions Consultant

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| Function: | Service Operations – Supply Management – Supply Solutions  |
| Position:  | Supply Solutions Consultant |
| Job holder: | TBC |
| Date (in job since): | N/A |
| Immediate manager (N+1 Job title and name): | Supply Solutions Team Leader |
| Additional reporting line to: | N/A |
| Position location: | Stevenage  |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * The Supply Solutions Team is a helpdesk based within Supply Management of Sodexo, responsible for providing high quality customer service to internal and external stakeholders. Responding to issues and queries concerning and the Sodexo approved supply base as well as Commercial policies and procedures.
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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. |
| Revenue FY13: | €tbc | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | tbc |
| Cash conversion: | tbc |
| Characteristics  | * Add point
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| 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. |
| Supply Solutions Team LeaderN/AN/A***Supply Solutions Consultant***Supply Solutions Team LeaderN/AN/A***Supply Solutions Consultant***Supply Solutions Team LeaderSupply Solutions Team LeaderSupply Solutions Team LeaderSupply Solutions Team Leader  |

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| **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. |
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Escalate issues through the appropriate channels in a timely manner and advise customers of actions taken
* Complete work items in line with agreed service level agreements
* Act as a subject matter expert for the Supply Solutions team in defined areas of responsibility
* Ensure maximum availability to respond to calls or emails during ‘ready’ status periods
* Make effective decisions after gathering relevant factual information and reviewing the appropriate level of detail
* Fulfil own role and work with the team to work towards common goals
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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. |
| * Provide a quality support service for our internal customers in a professional and efficient manner.
* Gather and impart knowledge of Sodexo Commercial policies and procedures
* Operate as a point of contact for queries and issues from internal and external customers
* Support customers in making effective use of purchasing information available to them
* Respond proactively to customer demands by identifying what is required and providing appropriate responses
* Maintain accurate log entries of all calls received with issue details, contact information, issue tracking and resolution information
* Actively participate in the team by fulfilling own role, responding positively to requests for help and supporting team decisions
* Contribute to the improvement of the efficiency and productivity of team processes utilising information from the call and issue management systems
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| The ideal candidate **Essential*** Qualified with GCSEs C Grades (or equivalent) in Mathematics and English Language
* A confident communicator with the ability to work to tight deadlines

Desirable* Experienced with delivering within SLAs
* Experienced in using application systems
* Effective written and oral communication skills
* Collaborative team working skills
* Ability to organise and prioritise workloads effectively within a busy Support Service environment
* Experience in a phone based customer helpdesk or a customer service team
* Ability to self-manage workloads and prioritise support requests
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Leadership & People Management
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| * Rigorous management of results
 | * Innovation and Change
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| * Brand Notoriety
 | * Business Consulting
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| * Commercial Awareness
 | * HR Service Delivery
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| * Employee Engagement
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| * Learning & Development
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| 9. Management Approval – To be completed by document owner |
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| 10. Employee Approval – To be completed by employee |
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| Employee Name |  | Date |  |

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