

Corporate Services – Commercial Manager



Function:	Corporate Services UK & ROI – Finance (Commercial Team)
Position:	
Job holder:	
Date (in job since):	N/A
Immediate manager (N+1 Job title and name):	
Additional reporting line to:	n/a
Position location:	UK

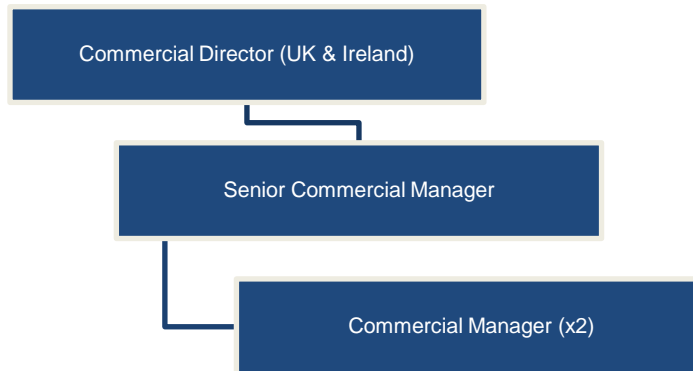
1. Purpose of the Job – State concisely the aim of the job.

- To represent Sodexo Corporate Services on commercial matters (legal, financial and risk management internally and externally.)
- This role(s) will take the commercial management lead on bids and commercial management activity in the UK.
- The overarching aim of the Commercial Team is to support the business in making sound commercial decisions to balance the challenges of maximising financial return whilst minimising risk

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 FY17:	€tbc	Sub contracting cost base reduction	N/A	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	N/A			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	N/A						
		Cash conversion:	N/A						
Characteristics		<ul style="list-style-type: none">• The role(s) will take responsibility as determined by the Senior Commercial Manager for commercial management activity in the UK.• Satisfactory negotiation of terms with new Corporate Services contracts, in compliance with the Delegations of Authority, or as directed by Senior Management.• Timely resolution of commercial related issues (trouble shooting)• Ability to work independently and provide updates on progress to all stakeholders• An ability to influence and ensure that Sodexo's commercial and legal positions are maintained or achieved with existing and new clients• 'Self-starter' the ability to review a position, see the issues clearly and put into place the solution whilst keeping the commercial team updated• An ability to analyse and get to the root cause of an issue through the feedback of multiple (often conflicting) stakeholder opinions• An ability to speak to clients with confidence and authority to represent Sodexo• Some experience of operations, legal, sales and commercial management would be an advantage							

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.

- The role will require a high degree of ability in Stakeholder management specifically with the various Account P&L holders, the Corporate Services Exec., Finance, Sales and other support functions.
- The individual will be the lead for commercial activity as designated and therefore will need to be prepared to challenge at all levels of the organisation in order to achieve the optimum commercial outcomes.
- Support will be provided from the wider commercial team in the UK, but the individual must be comfortable with working as part of a small team of finance/ legal and operational colleagues in the UK

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

This role will take the commercial management lead on bids and contract management activity in the UK, whilst also supporting bids and contracts with activity in the UK. This will involve activity across the '5 pillars' of commercial activity:

- **Sales Support and Contract Negotiations**
 - *Negotiate contracts effectively in conjunction with Sodexo legal, Operations and Sales teams - to achieve beneficial contract terms, mitigate risks and maximise financial returns.*
 - *Deliver support to sales activities including solution development, commercial overview, risk management, submission wording for bids, NDA & confidentiality agreement reviews and contract negotiation.*
- **Contract Management Review**
 - *Responsible for the commercial lifecycle of assigned contracts including agreement of the best terms for Sodexo and management of contract changes to facilitate organic growth*
 - *To negotiate effectively with suppliers as required.*
 - *Support account teams to maximise organic growth opportunities and deliver effective dispute resolution with clients.*
- **Trouble Shooting & Risk Management**
 - *'Trouble shoot' where directed, proactively analyse, find a solution for and resolve these issues, reducing losses, avoiding risks and by these actions increasing profitability.*

- **Governance**

- *Ensure that all assigned contracts are managed in line with Sodexo delegations of authority*

- **Education**

- *To deliver commercial education of operational teams aimed at improving the commercial effectiveness of the business*
 - *Provide advice, education and assistance to the Corporate Services teams with a view to increasing their awareness of commercial issues and improving commercial outcomes (e.g. delivering more organic growth).*

It should be noted that whilst this role is sole representative of the commercial team within Ireland, the larger Commercial Team for the UK & ROI will be involved to assist and guide the job holder on a regular basis. This will include; induction, day-to-day contact & support as necessary, administrative support, from both the Commercial Director and the Senior Commercial Manager.

The job holder will be expected to attend monthly team meetings in Salford (Manchester) and will be expected to travel widely within the UK and occasionally Ireland (as directed). Home working status will be considered.

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.

- Support the profitable growth of the business
- To reduce and mitigate financial and legal risk for the business
- Ensure all assigned tasks are managed in line with Sodexo Delegations of Authority
- Develop (independently and through multi-functional teams) processes that deliver more effective commercial outcomes, including compliance with Sodexo governance requirements.).
- To liaise with Sodexo Legal, Sales, Finance, Operations and support functions as necessary to achieve positive results for Corporate Services.

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

- Relevant experience of commercial management, procurement, quantity surveying, operations, with a familiarity with legal contracts ideally in a facilities management environment.
- To be familiar with legal terms and conditions, comfortable around financial information and financial models and the ability to translate sales proposals into firm contracts
- Experience of negotiation and strategies to deliver acceptable contracts to Sodexo Corporate Services.
- Relevant experience that can be demonstrated clearly in a contracting environment
- Qualification to degree level (less important than relative business experience)
- Excellent negotiation skills.
- Ability to manage own time and be accountable for the outcomes agreed.
- This is a UK based role which will involve a degree of flexibility on travel where required.
- Strong IT skills.
- Excellent interpersonal skills, the ability to build rapport with clients to assist resolution of issues, and work effectively within the Corporate Services team.
- Ability to coach operational and sales teams to increase their commercial awareness.

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

<ul style="list-style-type: none"> ■ Growth, Client & Customer Satisfaction / Quality of Services provided 	<ul style="list-style-type: none"> ■ Leadership & People Management
<ul style="list-style-type: none"> ■ Rigorous management of results 	<ul style="list-style-type: none"> ■ Innovation and Change
<ul style="list-style-type: none"> ■ Brand Notoriety 	<ul style="list-style-type: none"> ■ Business Consulting
<ul style="list-style-type: none"> ■ Commercial Awareness 	<ul style="list-style-type: none"> ■ HR Service Delivery
<ul style="list-style-type: none"> ■ Employee Engagement 	
<ul style="list-style-type: none"> ■ Learning & Development 	

9. Management Approval – To be completed by document owner

Version	V1	Date	1 st November 2019
Document Owner			