**EXPERTISE**

Job description

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| Function: | **Supply Management** |
| Position:  | Vendor Governance Operative |
| Job holder: |  |
| Date (in job since): | n/a |
| Immediate manager (N+1 Job title and name): | Vendor Governance Team Leader |
| Additional reporting line to: |  |
| Position location: | Stevenage Office |

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| 1. Purpose of the Job – State concisely the aim of the job.  |
| Provide a high quality service to internal and external stakeholders across the Sodexo Business, responding to issues and queries concerning Vendor Governance policies and procedures and the Sodexo approved supply base. Follow the principles of risk management in Sodexo’s risk management documentation and utilise the tools and processes which govern the contractual relationships and vendor management requirements. * Maintain Vendor Contracts in line with the Vendor Governance contract processes
* On-board and maintain Vendor Pre-qualification and Safegard Audits in line with the Pre-qualification and Audit Processes
* Maintain Vendor Governance systems, documentation and files timely and accurately
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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. |
| UK & ROI spend  | Follow the Vendor Governance processes and procedures, relating to all required Sodexo vendors, including the Vendor Governance requirements for on-boarding, maintaining and contractual requirements of the supply base (circa 7,000 vendors).Follow the UK&I Risk Management processes and procedures, as directed by the Vendor Governance Team Leader. |
| Characteristics  | * Provide support to Sodexo across all UK&I segments. Responds to queries and issues concerning all Sodexo approved suppliers.
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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. Please show the job titles not the actual people doing the role, i.e. Finance Manager, Project Manager |
| Data and Governance ManagerVG OperativeVG 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. |
| Ensure the tools and processes defined to engage and manage the end to end supply chain are fully utilised to deliver the business needs and to support the delivery of a safe environment.Collect and utilise the relevant vendor data in line with the requirements of UK&I Supply Management, whilst conforming to the global standards of data collection (hierarchy etc.). * Implement the day to day process of on-boarding vendors and the setup into all our systems
* Apply the Sodexo risk profiling of the vendors to ensure that Brand reputation is maintained
* Assist the Supply Chain departments interface with internal audit in relation to all vendor required data
* Ensure accurate and efficient data management across systems
* Assist with data and reports to allow interaction with the business segments through the monthly reviews
* Provide a quality support service for our internal customers in a professional and efficient manner.
* Provide adhoc support to the Master Data Team, as and when required
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Day-to-day communication externally with vendors via various means, including e-mail, telephone and letters and internally within Sodexo departments (Including Supply Chain, Finance, Legal & Operations) on matters relating to contracts (SCM), pre-qualification, audits on-line registration (ARCUS) and the overall vendor governance.
* Follow the contract and prequalification processes – reviewing systems and documents for errors and omissions, print and prepare documents for completion & signature, scan and save electronically, post contracts, filing, track & monitor progress dates, signatures, delivery & return dates and issue follow up letters / e-mails. Obtain Dunn & Bradstreet credit reports.
* Maintain Sodexo systems (ARCUS/SCM and Contract & Pre-qual Trackers / Linked To) with key vendor details, information and dates for contracts, pre-quals and audits. Run weekly and adhoc system reports.
* Maintain Safegard process and systems - run reports, confirm audits with buyers, submit online forms and send letters to vendors. Update trackers, save result memos & score sheets and send vendor letter with attached non-conformance schedules. Update LinkedTo regularly with actions/audit results.
* Attend internal meetings and also occasional meetings & workshops with occasional travel & overnight stay on aspects of Vendor Governance processes & systems. Involvement in Purchasing projects relating to Vendor Governance.
* Update & maintain templates and other documentation in the UKVM Document Register (e.g. Schedules, Letters, E-mail templates, Documents) as and when required.
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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. |
| * Effective communication with vendors and Sodexo departments, on matters relating to contracts, pre-qualification, audits and overall vendor governance. Required documentation is received and kept up to date.
* Contract, prequalification and audit processes followed. All documents complete, scanned, filed, tracked & monitored, with progress dates, signatures, delivery & return dates. Dunn & Bradstreet credit reports obtained.
* Sodexo systems (ARCUS/SCM/Contract/Pre-qual Trackers / LinkedTo) kept up to date with key vendor details, information and dates for contracts, pre-quals and audits. Weekly and adhoc system reports run to allow management information to be available.
* All Safegard reports run, audits confirmed, submitted and letters to vendors sent, in line with annual audit programme produced by the QA Manager. Trackers & LinkedTo updated regularly with actions/audit results.

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Qualified with GCSEs C Grades (or equivalent) in Mathematics and English Language
* Experienced with delivering within SLAs
* IT literate with experience of Microsoft office packages including word, excel and power point.
* Methodical, organised, accurate and with good attention to detail
* 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 customer helpdesk, administration or a customer service team
* Ability to plan & organise well multiple tasks in a fast paced environment.
* Good practical and problem solving skills
* Previous administration experience in a busy environment
* Shows initiative with a willingness to learn and progress
* Looks for continuous improvement in process and performance
* Ambassador for the team, department and company
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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
 | * Learning & Development
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| * Rigorous management of results
 | * Innovation and Change
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| * Brand Notoriety
 | * Employee Engagement
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| * Commercial Awareness
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| 9. Management Approval – To be completed by document owner |
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| Version | 1.0 | Date | 14.10.2016 |
| Document Owner | Phil Hirst |

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| 10. Employee Approval – To be completed by employee |
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| Employee Name |  | Date |  |

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