

Job Description:
Head of Supply Chain Management

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| Function: | Integrator - Supply Chain Management |
| Job:  | Supply Chain Management- DWP |
| Position:  | Head of Supply Chain Management |
| Job holder: | n/a |
| Date (in job since): | n/a |
| Immediate manager (N+1 Job title and name): | TBC |
| Additional reporting line to: | n/a |
| Position location: | Leeds  |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| The purpose of this role is to lead the effective delivery of the functional Supply Chain Management to the Client in a managing agent/integrator model. You will:* Take ownership of the category management of the supply chain and manage the sustained delivery of optimum Supplier performance to the Client’s agreed SLA’s
* In spire the Supplier partners to the Integrator model to perform to the right level and exhibit the right behaviours in support of the Client and their estate
* Take ownership for the SRM and Performance Management Plan and have oversight of all elements of the governance process
* Take ownership for building strategic relationships with the DWP and their Supply Chain that add value and are based on mutual trust
* Act as a key strategic interface between the Clients Supply Chain and other Account Management & Functional Delivery Teams
* Develop Supply Chain Strategies in line with current and emerging Client needs to provide strategic advice to the Client and Senior Leadership Team to inform their activity on the financial; risk; innovation aspects of the supply chain
* Drive innovation and continuous improvement of people, systems and processes.
* Lead, develop, manage and encourage direct reports and the wider operational team in the management of the Client’s supply chain
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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. |
| * Spend Under Management = TBC - £250m
* Locations Under Management = TBC - 800
* Key Supplier Relationships = TBC - 25
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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. |
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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. |
| * Leadership - build and maintain category expertise to enable strategic advice to the Client and Senior Leadership Team to inform their Policy on the financial; risk; innovation aspects of the category across all functions
* Governance - Agree and document all contract administration processes, required documentation, meeting/reporting timetables for all parties and required roles therein
* Relationships - establish and develop excellent working relationship with the Client; Customers; Suppliers, internal functions and other relevant external bodies
* Risk Management – working with the compliance team ensure the supply chain meets its Health and Safety obligations and carries out commensurate corrective action where necessary
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Ownership of the governance process for the Supply Chain and oversight of their operational management
* The on-going performance; commercial and risk management of the supply chain
* Identification of Continuous Improvement opportunities within the supply chain
* Support the Client in the Procurement of their supply chain as necessary, including drafting any contract variations within the contract administration process
* Ad hoc Project work as agreed by the Client
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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. |
| * Development and execution of the Category Strategies and supplier development plans as agreed with the client
* Development and execution of the Supplier Relationship Management model through the agreed governance process
* Development and execution of the supply chain Performance Delivery Plans to ensure contractual obligations are delivered and sustained with respect to supplier KPI’s, managing corrective action activities as necessary.
* Delivery of the Commercial Model, including identification of savings opportunities from Category Management activities
* Oversight of risks in the supply chain, to report and mitigate via formal risk management process
* Manage and report on supplier performance and oversee the development of corrective actions
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Graduate calibre with Professional Stage CIPS qualification or equivalent relevant Professional Qualification
* Substantial Commercial leadership experience and specific relevant depth of category experience gained within a Property, Facilities Management or similar complex function within a large, matrix organisation
* Previously managed a team/team leader organisation leading on the development, review, negotiation and execution of large, complex contracts, and overseeing all commercial aspects of supplier performance and awareness of relevant compliance and regulatory requirements
* Commercial management of strategic suppliers, building positive relationships that address stakeholder strategies and ensure a culture of effective performance management
* Experience of successfully managing large, diverse teams spread over different locations, building team capability and increasing staff engagement
* Sufficient and relevant experience of solving problems by delivering solutions in an administrative; customer service; supplier related environment
* Excellent communication skills to enable the development of strong, sustainable relationships both internally and externally
* Able to influence key stakeholders towards Commercial solutions that give a balance of optimal commercial performance whilst delivering on business strategy, including the design and delivery of initiatives that support organisation strategy
* Experienced in drafting & negotiating supplier contracts
* Understanding of “Continuous Improvement Programme” implementation with Strategic Suppliers
* Knowledge of Supplier and Customer Relationship Management tools and techniques and their application
* Knowledge and implementation of risk management strategies and processes
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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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| **Competency** | **Key Areas** |
| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Focusing on client and customer
* Strategy and implementation
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| * Rigorous management of results
 | * Business and financial acumen
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| * Leadership & People Management
 | * Leading for excellence
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| * Innovation and Change
 | * Intellectual agility and eagerness to learn
* Personal and influencing skills
* Driving for change
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| 9. Management Approval – To be completed by document owner |
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| Version | 1.0 | Date | 30th May 2017 |
| Document Owner | FMi |

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