

# Job Description: Contract Manager



Function:	Operations. Energy & Resources
Position:	<b>Contract Manager</b>
Job holder:	Vacancy
Date (in job since):	
Immediate manager (N+1 Job title and name):	Global VP
Additional reporting line to:	
Position location:	United Kingdom

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

- To provide regional governance for one Energy Client contracts operated by Sodexo globally, currently 29 countries. Ensuring the operational and financial performance is overviews with actions in place with the operational team to improve.
- Assist Global Commercial Director to analyse regional results, identify trends, compare results across countries and support the Finance / HSE / Operations teams in analysis and working on initiatives to maximise profitability and consolidate performance against these
- Build an effective network with regional Account Directors and regional management teams
- Build client relationships at a regional level and country level through credibility, experience and candour, that builds upon our existing web of influence, keeping abreast of concerns and proactively manage to minimise escalations.
- Design & deliver both internal and external presentations of key performance data (financial and operational) for the regions and global contract
- Full involvement in mobilisations of any new business in the regions to ensure that the fundamentals of the global agreement are firmly in place, with particular emphasis on the commercial elements of the cost model
- Engage with client and local management on contractual queries or amendments
- Ensure consistent financial approach across countries
- Interface and collaborate with country teams and country subject matter experts via a matrix structure
- Support for regional teams regarding understanding of the global agreement and understand the differences in country specific contracts.
- Ensuring the teams have a full understanding of the responsibilities of the management and administration of the global contract. Assisting regional teams with contract and commercial queries to optimise operational delivery and minimise escalations
- Promotion of the global contract to countries where GFA is not currently utilised and advising global teams on how to best utilise the global contract to bolster local / regional sales bids.
- Dispute resolution
- Supporting in any new business opportunities supporting bid and post award ensuring any new business is aligned to the global agreement, commercial compliant and following the governance model.

## 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 FY20 140 €M	EBIT growth:	tbc	Growth type: 10€M	Outsourcing rate:	n/a	Region Workforce	CIRCA 2000 employees
	EBIT margin:	tbc					
	Net income growth:	tbc		Outsourcing growth rate:	n/a	HR in Region	1 x HRBP
	Cash conversion :	tbc					
Characteristics      ▪      Current accounts:							

## 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.

- **Technical Leadership** – providing confident, visible leadership, ensuring standards are set and delivered, talent and resources are utilised optimally, client relationships are nurtured and developed and all opportunities for best practice and capability growth are leveraged.
- **Delivering Technical Standards** – Ensuring that committed targets are met. Measures include revenue growth, profitability and contract KPI'S and scorecards are tracked.
- **Team Management** - Selecting, managing, engaging and developing highly performing and diverse account team, with right skills and capabilities, particularly technical/professional skills are acquired and developed in line with contracts, client and segment needs
- **Client Relationship Management** – Engaging the operational senior relationships with Shell key clients on a routine basis and lead by example in providing excellence in contract/relationship management
- **Strategy and Planning** – Deployment of the contracting strategy across the contract and ensuring that effective plans are in place to deliver against strategy.
- **Delivery of Excellence in Risk, Compliance and Quality Management** – Ensuring the protocols, processes and capabilities are in place to deliver all technical/regulatory requirements for the safe and commercial ongoing management of these specialist contracts
- **Effective Management of Internal Resources** – Engaging effectively with support functions/service operations and providing clear business briefs on services required.
- **Management Contribution to Corporate Services regionally and globally** – taking a collective leadership accountability to identify synergies, cross-sales and other opportunities

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

- Work with global commercial director to deliver the strategy, which will successfully improve the regions performance in operations, commercial delivery in line with our global framework agreement
- Engage with high-value clients on a routine basis and lead by example in providing excellence in contract/relationship management
- Manage relationships and key interfaces with the client and the clients' key decision makers – particularly technical
- Become a service line of excellence to internal and external clients
- Ensure exploitation of all income opportunities within existing client portfolio and prospective organic growth
- Support the sustainable profit contribution of the region including management of working capital, profit and loss, balance sheet and asset management.
- Drive excellence in operational delivery to new and existing clients to maximise operational excellence
- Pioneer the use of best-practice reporting tools throughout the regions to ensure achievement against all contractual business plans and exceed client expectations
- Development of policy, strategy and procedures for contract delivery across global remit
- Ensuring that all aspects of the business are conducted in accordance with all relevant statutory requirements and Codes of Practice.
- In conjunction with the sales team support the delivery of the pipeline of new prospects to meet the sales targets and that re-bids are successfully won
- Establish industry networks to ensure continuous improvement and to provide insight through the effective use of market data and operational/technical delivery techniques
- Drive all aspects of compliance and risk management

## 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.

### **Central Team Liaison (in conjunction with Global Commercial and Contract Director and EMEA Account Director)**

- To work collaboratively with the regional teams and subject matter experts to deliver all reporting requirements
- Work with the regional teams to ensure the co-ordination of all financial and KPI reporting, and budgeting across the account
- Ensure the delivery of central reporting on key performance indicators to meet the agreed account wide objectives

### **Country Liaison**

- To work collaboratively with country Account/Operations, teams and country subject matter experts to deliver all reporting requirements to the client and internally
- Work closely with country Account/Operations to develop a network to ensure effective reporting, information consolidation to ensure that the team get the right level of commercial and local support
- Adopt a partnership approach with country contacts to ensure that any decision taken relating to the contract is aligned to the overall goals, within the client parameters and in the interests of Sodexo and in the best interest of the whole contract.
- Mutually work with country teams to ensure clarity of understanding and application of scorecards
- Work with the country finance teams and to ensure the co-ordination of all financial and KPI reporting, budgeting and change management
- To work as “one team” to ensure delivery of all identified business support initiatives and measurements collated and reported meet the needs of the business and client as appropriate.

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

**Essential**

- Client business language is English – therefore must have excellent oral and written English
- Other European languages are advantageous
- Demonstrable track record of developing successful operational and commercial strategies across a broad portfolio
- Excellent communication, influencing and facilitation skills
- Exceptional client relationship management skills with proven experience of developing profitable relationships with clients
- Development of commercially viable solutions based on rigorous techniques to understand client needs and price products/services accordingly coupled with proven experience in identifying and selling new business
- Proven financial acumen essential with commercial experience and business acumen
- Proven track record of initiating and leading demanding business change programmes
- High standards of numeracy, presentation skills (particularly relating to Powerpoint) and written communication, particularly sales/bid copy
- Representative and active involvement on Industry bodies
- Recognised professional accountancy qualification, or qualified by experience in a relevant industry with demonstrable track record of delivering accurate, timely and meaningful financial and key performance data for management use
- Experience of contract governance – good understanding of contracts and contract compliance
- Experience of having operated successfully within an outsourced B2B environment – ideally FM or Food Services sector
- 2-5 years experience in a similar role

**Other relevant information**

- Oil & Gas industry experience
- Regular international travel and overnight stays will be required to undertake training and support wider business requirements
- To attend meetings and training courses as requested.
- This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. The post holder will be required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business.

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

▪ Client Growth and Customer Satisfaction	▪ Innovation and Change
▪ Rigorous Management of Results	▪ Brand Notoriety
▪ Leadership and People Management	▪ Planning and Organising
▪ Analysis and Decision Making	▪

■ Industry Acumen

