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Job Description:   
Supplier Relationship Manager

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| Function: | | | **Supply Management** | | | | | | | | |
| Position: | | | **Supplier Relationship Manager** | | | | | | | | |
| Job holder: | | |  | | | | | | | | |
| Date (in job since): | | | n/a | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | **Head of Supplier Relationship Management** | | | | | | | | |
| Additional reporting line to: | | |  | | | | | | | | |
| Position location: | | | UK (Leeds or Stevenage) | | | | | | | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | |
| To manage the on-going improvement of suppliers in the region, by introducing a Supplier Relationship Management regime that manages and measures the benefits and value released from the supply chain.  Manage the SRM activity, to include stakeholder engagement, customer experience through a balanced scorecard approach, performance reviews. Pro-actively drive a continuous improvement processes with a view to supply chain excellence and value enhancement. | | | | | | | | | | | |
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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 |  |  | |  |  |  |  |  | To manage a team of SR operatives to deliver full value from the supply chain. |  | |
| Responsible for SRM of a portfolio of suppliers amounting to circa £100m of spend (dependent on complexity). | |  |
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| 3. Organization chart – Indicate schematically the position of the job within the organization. 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. |
| Head of Supplier Relationship Management  Supplier Relationship Manager  Supplier Relationship Coordinator |

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| 1. **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. |
| * To conduct monthly contract and performance reviews with preferred suppliers across the region. * Manage the ongoing improvement of suppliers in the region * Ensure that KPI’s are met and that remedial actions are in place for supply chain improvements * Build a strong network within the Supply Management function, both at regional and local level * Build a strong network within Service Operations at a regional level * Design and implement adequate strategies to achieve the high performance of suppliers, engaging with stakeholders both within Service Operations and the business segments ensuring continuous improvement, continuity and risk mitigation |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| ***Strategic Relationship Management***   * Implement the strategic relationship management strategy, ensuring it meets the business and commercial needs of the organisation * To proactively seek and build continuous and meaningful engagement with the business and suppliers to shape services and improve value delivered from the supply chain * Develop and implement joint business plans with highlighted core suppliers * Researching, creating and leading strategies to ensure that ‘customer focus’ is paramount   ***Leadership and Management***   * Ensure strong professional leadership of the SR operatives to ensure all staff in the team are clear about their role, have a complete customer focus, and understand how they contribute to the strategic direction of Sodexo * Take responsibility for the professional development of staff, ensuring that EPA’s are undertaken on a regular basis, and personal development plans are achieved   ***Value Creation & Measurement***   * Develop and implement joint two way score cards to capture performance and improvement. * Track and report specific SRM savings at an individual supplier level and at an aggregated SRM program level (these can include cost savings, service delivery & design improvement initiatives). |

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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. |
| * Embed the SRM process for all categories with a clear focus to manage and plan effectively. * Manage the delivery of ambitious annual joint objectives to deliver value across the supply chain * Foster the development of innovation across the Supply base for all aspects of service delivery. |

**Person specification**

* Comprehensive experience in supply management
* Knowledge and understanding supplier performance review and the practical application of how to measure success including SLA’s/KPI’s
* Able to work in a matrix environment
* Graduate calibre or equivalent qualification preferred
* Strong stakeholder management and effective relationship building
* Excellent external networking capabilities and presentation skills
* Team player with excellent communication and influencing skills with all levels of an organization
* Financial acumen and result orientated with ability to present results in a structured and professional manner
* Strong project management skills

**Competencies**

* Growth, client & customer satisfaction, quality of services provided
* Leadership and people management
* Rigorous management of results
* Innovation and Change
* Commercial Awareness