Job Description:
Segment Business Partner

sodexo
QUALITY OF LIFE SERVICES

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Function:	Service Operations
Position:	**Segment Business Partner**
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Senior Segment Business Manager
Additional reporting line to:	Segment Partners from the Service Operation Exec Team
Position location:	

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

- There are 4 key areas to this role:
- 1. Relationship Management: leading the relationship between segment and Supply Management. Responsible for being the voice of SM within segment & vice versa, understanding the segment strategy and how SM contribute. Forming strategic relationships with segment Exec and any other influential contacts identified ensuring we're part of their strategy planning & implementation and they're aware how SM works e.g. processes – segment/platform create the brief, SM own the supply chain. Also bringing the voice of the segment back to SM and ensuring SM leadership are aware & aligned with segment strategy.
- 2. Initiative Maximisation: communicating SM initiatives to segment as per segment engagement process and working with segment to maximise compliance to deals or core spend to drive commercial benefit for the segment.
- 3. Bids: managing relationship with BIGS and segment, leading SM interaction for all medium to complex segment bids. Ensure Supply Management collateral is available and up to date for the bid team to utilise. To be an integral part of any bid ensuring the right supply chain for the right bid is proposed. Communicate bid activity across SM
- 4. Mobilisations: managing relationship with BIGS and segment, leading SM interaction for medium to complex segment bids. Given the support for bids this should be a streamlined follow on process. Coordinate activity across SM to mobilise efficiently and compliantly. Communicate bid activity across SM

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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.

Revenue FY13:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						

Characteristics	▪ Add point

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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.

Senior Business Manager

Segment Business Partner
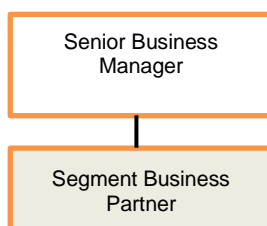
4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Build and maintain relationships with senior stakeholders, RLC level & below in segment to facilitate and improve communication and trust between Segment.
- To engage with segment execs to optimise profitability from supply chain, be it initiatives or suppliers.
- To support in the Bid process for medium and complex new contracts and growth contracts. To work in conjunction with Bid Directors and Managers to provide a link to the Supply Management teams and processes.
- To represent SM in mobilisation of medium and complex contracts. To work in conjunction with Mobilisation Project Managers and SME's to provide a link between the operational business and Supply Management and transition the Sodexo supply chain into the new account.
- To represent SM in demobilisations, e.g. CRCs, and feedback to colleagues in SM on the impact of volume decreases
- Escalation route, only, for Supply Solutions for supply chain related issues

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

- Understand the dynamics and key drivers of the segment marketplace and communicate this back within SM to assist our strategy
- To induct any new members of segment Exec to processes and ways of working with SM in Sodexo,
- Ensure up to date and relevant SM material is loaded on Bidnet and/or available to bid teams
- Communicate bid & mobilisation activity to SM leadership and colleagues
- Co-ordination of vendor on boarding and product sourcing for the Mobilisation and Implementation teams to ensure a smooth new site opening.
- Communicate SM strategy including global transformation plan and the value this will bring to our business
- Communicate SM initiatives to segment as per segment engagement process & maximise the compliance in conjunction with segment initiative lead, control tower and/or FD

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.

- Complete alignment of SM and segment
- Ensure the appropriate supply chains are used for bids and then mobilisations
- Work proactively with segments to maximise optimum profitability for Sodexo through initiative and supplier compliance and deal with any disputes to a satisfactory conclusion

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

- Strong communication skills with the ability to communicate at all levels, particularly senior, across the organisation.
- Be able to build and maintain strong relationships at all levels, particularly senior, of the business.
- A strong ability to influence effectively at all levels, especially in regard to company policies and processes.
- Be organised, methodical and self-motivated whilst having an ability to work independently or as part of a team.

- To be aware and be able to articulate the understanding of the commercial impact of the varying business models in the organisation.
- A financial awareness and ability to analyse data and make appropriate recommendations to improve gross margins and sales
- To be able to demonstrate a flexible ability to predetermine work load demand and prioritisation skills, to be able to identify the urgent business need for support.

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

■ Relationship Management	■ Planning and Organisation
■ Rigorous management of results	■ Innovation and Change
■ Brand Notoriety	■ Business Consulting
■ Commercial Awareness	■ Working with others
■ Employee Engagement	▪ Impact and Influence
■ Learning & Development	

9. Management Approval – To be completed by document owner

Version		Date	
Document Owner			