

Job Description:   
Operational Supply Chain Management Lead

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| Function: | | | | Government UK & Ireland, Property Professional Services | | | | | | | | |
| Job: | | | | Operational Supply Chain Management Lead | | | | | | | | |
| Position: | | | | Operational Supply Chain Management Lead | | | | | | | | |
| Job holder: | | | | n/a | | | | | | | | |
| Date (in job since): | | | | n/a | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | Head of Operations | | | | | | | | |
| Additional reporting line to: | | | | n/a | | | | | | | | |
| Position location: | | | | Swindon | | | | | | | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| This exciting role involves working in partnership with a high-profile blue light service organisation in the management of their FM supply chain. As the Operational Supply Chain Management Lead you will be accountable for the management of the Operational Supply Chain Management Team and their role in monitoring and managing the performance of the client’s FM suppliers to ensure that client properties are open and operating at all times, assets are maintained, statutory requirements are met and that the supply chain is operating in accordance with SLAs.   * Providing line management guidance and support to the Team; * Effective collaboration with the client supply chain members * Ensuring effective operational governance is in place through the Performance Management Boards held with each supplier; * Managing performance of the FM Supply chain against their contractual SLAs and KPIs; * Ensure any performance issues are dealt with satisfactorily or escalated; * Supporting the Intelligent Service Centre Helpdesk; * Supporting the Contract Management and Supply Chain team. | | | | | | | | | | | | |
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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 |
| Net income growth: | | tbc | Outsourcing growth rate: | n/a | HR in Region | tbc | |
| Cash conversion: | | tbc |
| Characteristics | | * A property portfolio of c.200 sites across the Greater London area with overall Property Services budget of c.£190 million * Management of client FM suppliers – currently 26 suppliers delivering 29 contracts | | | | | | | | | | |

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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. |
| * Accountable for operational supply chain management of the client’s FM supply chain. * Establish and build collaborative relationships with suppliers, the client team and other teams within the Integrator. * Working in a fast-paced environment supporting the operation of a critical public service. * Be willing to support other members of the contract team to minimise the impact on service levels and contractual obligations. * Fully comply with the Information Security requirements of the contract. * Work in such a sway that upholds and promotes the client values of professionalism, integrity, courage and compassion. |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Provide line management, guidance, and technical support to the Operational Supply Chain Management Team. * Accountable for the team’s role in monitoring supplier performance, identifying positive and negative trends, identifying whether suppliers are meeting SLAs and KPIs’ and identifying opportunities for improvement. * Provide supply chain management support to the Technical Assurance Team in their engagement with FM suppliers on ensuring statutory compliance through effective asset management, completion of PPM work orders, provision of documentation and delivery of remedial works. * Continually review and develop the operating procedures for the Team to enhance the service provided. * Ensure that all operational governance meetings with FM suppliers (the Performance Management Board), including management of all required inputs and outputs, are carried out as planned and records maintained. * Attend Performance Management Board Meetings held by the Operational Supply Chain Managers to provide support when required and ensure consistency of delivery. * Lead Operational Supply Chain Management for higher Tier suppliers. * Development of strategic improvement inclusive of business case creation, project implementation and performance measurement. * Where required attend Strategic Performance Management meetings to support the Contract Management Team. * Ensure that monthly FM supplier mitigation submissions are reviewed before passing to the Contract Management Team for final review and sign off. * Provide support to the Intelligent Service Centre (ISC) Help Desk through the Team’s handling of escalations and incidents. * Provide support to the ISC Help Desk and act as a point of escalation in their engagement with FM suppliers on handing of work requests, including acceptance of work orders, complaints, extension of time requests and completion to adhere to SLAs. * Accountable for operational supply chain management reports. Working with the Team and Data Analysts to review and develop dashboards and reports to improve effectiveness of the use of data to monitor and manage supplier performance. * Apply technical knowledge in analysing data, reporting, and creating solutions. * Build and maintain effective relationships with client, suppliers, and internal teams. * Ensure all supplier Contract Change submissions are reviewed prior to progression. * Ensure Balanced Score Cards are produced accurately each month. * To highlight to the contract management team areas where the service can be enhanced for consideration within stakeholder engagement and the account development plan. * To actively participate in your community of practice, driving service innovation, supporting the evolution of PPS service offerings and the development of staff in your community. |

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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 management of FM supplier performance and relationships. * Appropriate supplier governance through Performance Management Board. * Point of escalation for and support of the ISC. * Adhering to all company policies, procedures and business ethics codes. |

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Proven leadership experience in an integrator or similar operating model and the delivery of outsourced management services. * Experience managing long-term client and supplier relationships. * Demonstrable experience in FM/premises/property related industry. * Technical knowledge and or understanding of how core assets such as HVAC and Auto Doors etc. are maintained / repaired. * Understanding of statutory requirement, policy and legal standings in areas such as M&E/Asbestos/ Fire etc. * Effective presentation skills. * Conflict resolution. * Manage multiple workloads and shifting priorities. * Excellent interpersonal skills and ability to communicate effectively with customers, clients and employees at all levels. * Development of strategic improvement inclusive of business case creation, project implementation and performance measurement. * Self-motivated and able to work on their own initiative within a team environment. * Experience with working with Microsoft Outlook, Word, Excel and PowerPoint. * CAFM and management information reporting. * Relevant FM or procurement qualification (e.g. Institute of Workplace and Facilities Management or equivalent; CIPS). * Applicants need to be eligible to pass security vetting carried out by the Client   Desirable   * Qualification or relevant experience in Business Management |

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| 8. Competencies – |
| * Client & Customer Satisfaction / Quality of Services provided * Rigorous management of results * Commercial Awareness * Leadership & People Management * Innovation and Change |

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| 9. Management Approval – To be completed by document owner |
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| 10. Employee Approval – To be completed by employee |
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