

Job Description:
Head of Segment Deployment

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| Function: | Service Operations |
| Position:  | Head of Segment Deployment – G1 |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Director Supply Management UK&I |
| Additional reporting line to: | Segment Partner from the Service Operation Exec Team |
| Position location: | Stevenage / Mobile |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| Manage the effective deployment of the Supply Management strategies (as defined by Segments/Platforms engagement process) within the business segments.Managing the Deployment function, to include stakeholder engagement, customer experience, ensuring that the strategy not only comes to life, but also becomes a fundamental part of how the whole Supply Management function operates in an increasingly competitive marketplace. Ensure effective communication between Service Operations, the Account Directors and their teams.Continually promote and strength the relationship between Service Operations and the operational segment teams, ensuring the maximum benefits in terms of efficiency, cost savings and ease of operation are derived from the Supply Management strategy.  |
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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  | * 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. |
| Director Supply ManagementSegment Business Partner Head of Segment DeploymentSegment Deployment Manager  |

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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. |
| * Work with the Segment Business partners to support the drive the knowledge and understanding of the segment strategy.
* Support and embed vendor changes as required driving standardization and efficiency through the organisation. Ensure the central communication is appropriate and sent to all key stakeholders in the business to action, to aid the delivery of predictable quality and support the Service Operations commitment to deliver improvement and efficiency.
* Ensure strong professional leadership of the Deployment team 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
* To work in conjunction with Mobilisation Project Managers and SME’s to ensure all information from due diligence visits is captured and actioned resulting in a successful and seem less new unit opening.
* To report and challenge on a monthly basis all aspects of spend in the Unapproved purchasing category in alignment with company policy, Internal audit and KPMG requirements
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Understand the dynamics and key drivers of the segment market place.
* Liaise with Segment Business partners to support the drive to improve profitability and efficiency in operations.
* Lead and support the team of Segment deployment managers, ensuring they have the knowledge and broader understanding to support their relevant segment
* Establish departmental goals, objectives, and operating procedures
* Integrate with business segments at all levels – Exec Team, Operational Directors, Account Directors and managers.
* Manage Purchasing Compliance and analytical reporting for the Business and Contract Optimisation team.
* Support as required Segment Sales functions in the formation of Sales Documents.
* Co-ordination of vendor on boarding and product sourcing for the Mobilisation and Implementation teams to ensure a smooth new site opening.
* Advise and communicate to the Service Operations teams any new relevant legislation affecting the Segment that will impact on service delivery and proactive manage any changes needed.
* Communicate any new buying/vendor/product changes to the business as required.
* Manage specific projects as identified by teams within Service Operations and Segment Business Partners.
* Escalation contact for Supply issues that need resolving as required.
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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. |
| * Understand and support Sodexo’s drive for growth and improvement in profitability at Segment.
* Ensure the appropriate supply chains are in place to support mobilisations and on-going business growth.
* Work proactively alongside the buying team, on category vendor spends to maximise optimum profitability for Sodexo through core compliance purchasing.
* Ensure that the Vendor Governance processes and protocols are cascaded and adopted throughout the organisation.
* Set and deliver ambitious annual joint objectives to deliver value across the supply chain
* Develop, attract and retain excellent Supply Management professionals (internal & external)
* Foster the development of innovation across the Supply base for all aspects of service delivery.
* As a member of the Supply Management leadership team, support the development and deployment of the wider Supply management strategy
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| 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 across the organisation.
* Be able to build and maintain strong relationships at all levels of the business.
* 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
* A strong ability to influence effectively at all levels, especially in regards 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 able to demonstrate a flexible ability to pre determine work load demand and prioritisation skills, to be able to identify the urgent business need for support.
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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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| * Relationship Management
 | * Planning and Organisation
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| * Rigorous management of results
 | * Innovation and Change
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| * Brand Notoriety
 | * Business Consulting
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| * Commercial Awareness
 | * Working with others
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| * Employee Engagement
 | Impact and Influence |
| * Learning & Development
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| 9. Management Approval – To be completed by document owner |
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| Version | 2 | Date | 20/01/2017 |
| Document Owner | KS / PF / CJ |

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