



Business Process Owner
Quotation & Order Management
Interested? Email CV to CBerry@Jeldwen.com

Job Title	Business Process Owner – Quotation & Order Management
Reports To	SAP Project Director (Business)
Location	Any in Europe
Team	Responsible for Super User(s), team size will vary
Position Type	Full Time
Travel	Up to 30%

Company Overview

JELD-WEN (NYSE:JELD), founded in 1960, is one of the world's largest door and window manufacturers, with more than 22,000 employees operating in 24 countries globally. Headquartered in Charlotte, North Carolina, JELD-WEN designs, produces and distributes an extensive range of interior and exterior doors, wood, vinyl and aluminium windows and related products for use in the new construction and repair and remodelling of residential homes and non-residential buildings.

Our products and services afford us the opportunity to enter peoples' workplaces, homes and daily lives. With this privilege comes great responsibility to ensure that the products we deliver are reliable and enrich the places and lives that they touch. We bring beauty and security to the spaces that touch our lives.

Region Overview

Within Europe we have over 30 facilities across 17 countries, with 7000+ employees. Our vision is to inspire our customers through leading brands, great service, innovative new products and solutions (leveraging the full JELD-WEN portfolio), while significantly enhancing our EoDB built on operational excellence.

Role Summary and Purpose

The Jeld-Wen Enterprise Transformation (JET) programme is a multi-year multi-site programme to transform the Enterprise Resource Planning (ERP) capabilities of Jeld-wen. This huge global programme will deploy best practice Manufacturing, Sales, Purchasing & Finance functionality underpinned by the latest SAP s/4 Hana technology.

As part of the transformation programme we are looking for Business Process Owners (BPOs) in a number of specialist functional areas, to work as part of the ERP transformation team through multiple implementation cycles. These roles are critical to the definition and deployment of the new business processes. The process owners will represent the wider business from both a local and a corporate level to ensure standard best practice solutions are deployed. The roles will also form the basis for any future process Centres of Excellence for Jeld Wen.

These roles would suit ambitious individuals, keen to build their knowledge of JELD-WENs business processes and operations, while developing their experience of complex transformation projects and the associated management of change.

Key Contacts

- ERP IT team
- European Leadership team and their first line.

Critical Performance Objectives

- Lead the JW Europe functional team for Quotation and Sales Order Management (Quote to Cash - Q2C) defining & proving the future state process and managing the successful deployment of the Salesforce/SAP solution into the business
- Coordinate with the BPOs for other functional teams, the IT team and 3rd party suppliers to deliver a consolidated set of end-to-end processes and a Salesforce/SAP solution that meets the requirements of the business.
- First point of contact for anyone in the European business for the Salesforce/SAP Quotation and Sales Order Management processes.

Key Accountabilities / Responsibilities

- To live by the JELD-WEN Values and lead by the JELD-WEN Leadership Model, to build businesses ethically and safely, to invest in people, to inspire customers through innovations, to deliver on our promises and to improve every day.
- To ensure adherence with all compliance standards and operate with integrity at all times.
- Be a champion for the JET2.0 project and the benefits it drives
- Support local leadership alignment to build demand for the solution and a coalition of support
- Work with the wider project team to define the Salesforce/SAP template and local business process masterlist.
- Understand the current state business process at deployment sites.
- Rationalization of business processes across the JW Europe
- Identification and definition of business requirements (functional "To-Be" process)
- Interact with the other BPOs to ensure optimization of the end-to-end processes
- Obtain buy-in from both the business owners and end users
- Work closely with the technical team in the design and development of reports, forms, interfaces, data mappings, and conversions
- Work with the technical team to extract and transform SAP critical data / drive data cleansing activities throughout the business
- Assist in mapping of SAP roles to organisation
- Define UAT test scripts / Lead wider business user acceptance testing
- Approve the Salesforce/SAP solution for their functional area
- Own design and process documentation.
- Assist in assessing training needs & organisation changes at deployment sites
- Work with the training team to develop training materials supporting the use of Salesforce/SAP and alignment to business process + ensure training plan is executed
- Work with the Project Director, Change and Communication leaders to ensure business alignment and organisational readiness
- Tracking and managing activities to drive business readiness, cutover activities and associated planning
- Tracking and managing change action completion
- Resolve issues that impact the ability of the project team to deliver the project goals
- Ensure business expertise is available to the project team
- Act as mentor to local superusers
- Work with project director to ensure an effective post-implementation support structure (Hypercare and Long term Centre(s) of Excellence) is established for each business area
- Assist in the ongoing optimisation of the existing JET2.0 solution

Person Specification

Behavioural Competencies

- Ability to work under pressure to tight deadlines
- Ability to consistently deliver results
- Excellent communicator
- Ability to operate at many organizational and project levels
- Can make timely and effective decisions
- Ability to influence senior management to adopt standard process
- Strong planning skill at both the tactical and strategic level

Experience / Knowledge

- Managing diversified, virtual teams; guiding and motivating project team members
- In depth knowledge of Quotation and Sales Order Management processes in a multinational manufacturing environment
- Experience in large transformation programmes.
- Knowledge of Q2C processes in SAP is highly desirable
- Prior ERP system implementation experience is highly desired
- SAP S/4 experience an advantage.
- Experience of Salesforce is highly desirable
- Good understanding in the extraction & transformation of masterdata.
- Significant experience of process mapping / lean tools

Language Skills

- Must be fluent in both written and spoken English
- Additional European languages would be an advantage.