



DELIVERING BUSINESS SUCCESS THROUGH OUR PEOPLE

Role Profile

Job Title	Supply Chain Manager	Evaluated Job Grade Weekly / Monthly / Manager / Snr Manager / Director / Exec	Senior Manager
Line Manager	Site Director	No of direct reports	3
Job Family / Department	Supply Chain	Division	Added Value

Purpose / Added Value:

As part of the site's Senior Leadership Team, the Supply Chain Manager is responsible for overseeing the site's site supply chain and optimising customer service. They are responsible for ensuring safety is a condition across their departments while delivering site KPIs for purchasing, production planning, intake and despatch, and continually working to improve efficiencies.

Key Accountabilities:

- Ensure safety is a condition across the supply chain
- Perform all job responsibilities in alignment with the core values, mission and vision of the organization
- Be an active member of the site's Senior Leadership Team to develop site and business strategy.
- Act as the deputy for other senior managers when appropriate
- Manage, coach and develop leaders within the department, including setting objectives, reviewing performance and development plans
- Act as a collaborative communication point between Commercial, Operations and Customer, including for communicating any supply chain issues
- Continually review processes to improve efficiency and reduce waste
- Lead the sales and operations planning across the factory, including stock building and highlighting investment requirements where appropriate
- Strive for ways to improve relevance, accuracy and accessibility of data and reports across the supply chain team including plan attainment, forecasts, service level etc
- Work alongside new product development team to ensure smooth phase in and out of products
- Strive to maintain 100% customer service and identify and report the reasons if we fall short.
- Drive a high performing planning team to produce realistic, robust plans whilst keeping WIP stock to a minimum; ensuring customer service levels are met
- Monitor distribution, logistics and external storage costs; initiate cost saving opportunities
- Regularly monitor and audit assigned Duty Holder requirements alongside the SHE team
- Manage spend in line with budget

Skills & Knowledge

Team Working:

- Able to build relationships with key members of personnel, factory staff, commercial, customers and our purchasing team
- Able to communicate and Influence effectively
- Able to chair / facilitate meetings and effectively apportion actions

Literacy & Numerical Skills:

- Able to compile and interpret and manipulate complex data and present back in an easily understandable format
- Able to compile written information in the appropriate format

IT Skills:

- Able to use Microsoft Excel to advanced level
- Able to use Microsoft Word and PowerPoint to intermediate level
- Able to quickly learn new systems e.g. key retailers' internet-based data systems and inhouse planning systems

Processes and Products:

- Understand individual customer requirements and customer supply chains
- Able to work in an organised and methodical way.
- Knowledge of warehousing storage systems

People/Performance Management:

- Able to coach others through processes or non-conformances
- Able to manage stakeholders through KPI generation
- Experience coaching, developing and managing a busy team
- Able to keep a cool head in high pressure situations to problem solve and make balanced decisions with the necessary degree of urgency
- Experience following problems through to completion and reflect on the process to share learning and promote continuous improvement

Qualifications [Accredited]

- Degree [desirable]

Value	Definition	Behaviours/Attitudes
Determination	<ul style="list-style-type: none"> Relentless, delivers superior results and honours commitments. Makes things happen, seeks alternatives to problems and engages people to achieve a common goal. Has a sense of urgency, an ownership attitude and never gives up. 	<ul style="list-style-type: none"> Highly energetic, relentless, has the attitude of an owner, works hard, passionate, focused, hands-on, proactive, strong-willed, motivated, persistent and has a sense of urgency.
Simplicity	<ul style="list-style-type: none"> Makes things happen in a simple and practical way, hands-on, gets right to the point, simplifies and avoids bureaucracy. 	<ul style="list-style-type: none"> Adopts a simple approach, uses logical reasoning and does not complicate things. Practical, agile, focused on what is important, objective and hands-on.
Availability	<ul style="list-style-type: none"> Receptive, open, available, ready every day and every hour and always prepared. Open to new ideas and to change, motivated to take on new challenges. 	<ul style="list-style-type: none"> Flexible, receptive, accessible, cooperative, displays a servant attitude and always ready.
Humility	<ul style="list-style-type: none"> Listens, helpful, thoughtful, considers the opinions of others, recognises that no matter who did it – it is a team accomplishment. Not embarrassed to ask questions or say, “I don’t know.” Not arrogant or conceited. Acts with respect. Does not worry about status and does not think that they know everything. Prioritizes “we” over “I”. 	<ul style="list-style-type: none"> Not arrogant, acts with respect, not self-righteous, prioritises the team over self, does not care about status, does not think that they know everything, always open to learn, modest, not vain and values the opinion of others.
Sincerity	<ul style="list-style-type: none"> Direct, sincere, truthful, transparent, always respectful, has a positive attitude, builds valuable relationships and welcomes people. True to themselves, expresses an opinion even when contrary to the views of others. Knows how to say no. 	<ul style="list-style-type: none"> Communicates clearly, honest, sincere, direct, transparent and positive. Not afraid to express an opinion, respectful, knows how to say no, welcomes people, adds value, does not listen to or encourage gossip, speaks their mind and does not backstab. Not ashamed to say, “I don’t know”.
Discipline	<ul style="list-style-type: none"> Honours deals, punctual and fulfills commitments. Performs tasks in a disciplined manner. Focused, pragmatic, and optimizes time, activities and resources. Delivers results and does not create justifications or make excuses. 	<ul style="list-style-type: none"> Detail-orientated, perfectionist, plans, prioritises, not superficial or shallow, seeks a deep understanding of things, gets things right and honours deals. Punctual, organized, focused, pragmatic, does not make up justifications or excuses and delivers results.
Ownership	<ul style="list-style-type: none"> Committed to results, has a deep understanding of the details and sees the big picture. Acts with determination, discipline and focuses on details. Hands-on, always seeks to be the best in what they do and never gives up. Always available and sets an example. Takes responsibility, does not accept when something does not work well and has a passion to improve what is not correct. Attentive to costs and details and engaged in the organization’s culture. 	<ul style="list-style-type: none"> Highly energetic, committed and focused on details and results. Disciplined, creative, flexible, passionate about their work, and sees the big picture. Persistent, visionary, and passionate about improving what is not correct. Perfectionist, determined, hands-on and seeks to be the best in all that they do.