

Job Description:

Title: Customer Supply Chain Manager

Reporting to: Head of Supply Chain

Main Objective:

- Lead Pukka's global customer supply chain agenda to deliver mutually beneficial opportunities for Pukka and its customers
- Work with key stakeholders to deliver best in class consumer care for UK and international markets
- Proactively work with the sales team to collaboratively deliver the sales plan and ensure supply chain risks are managed
- Own the short-term forecast to drive accuracy and on shelf availability for customers
- Lead the team to deliver a best in class supply chain experience for customers and consumers

Leading 3 Customer Supply Chain Analysts, 1 Customer Service Manager and indirect management of 5 Customer Service Advisors

Key Stakeholder Supply Planning, Sales, Customers, Consumers, Distribution Partners, Marketing and Demand Planning

Deliverables

- Able to engage and influence customers to drive best practice for mutual benefit
- Drive service level of +99% and on shelf availability of +98%
- Ownership of the short horizon forecast with accuracy levels of +80%
- Implement KPIs to guide performance and drive improvement and opportunities across the supply chain
- Work with Sales and Supply Planning to seamless launch new products with our customers, whilst also ensuring there is an exit plan for discontinued and overstocked skus
- Drive efficiency by actively engaging in eliminating wasteful activities from our supply chain
- Lead the team to set the agenda for consumer care across with our UK and International customers
- Develop a team that is highly engaged and high performing
- Champion Pukka's Supply Chain within our Customers

Key Responsibilities

- Manage the team to drive and deliver an improvement in - on time in full, on shelf availability, short term forecast accuracy, elimination of short dated stock
- Own the delivery of the customer metrics to aid and guide performance
- Act as the voice of the customer and consumer
- Lead an agenda that continuously drives Pukka's cost to serve by delivering projects to eliminate wasteful activities
- Lead review meetings with key customers
- Review of order management process and tools to automate and ensure demand is smooth across our supply chain

- Lead the weekly meeting with Sales to align on risks, opportunities and delivery of the sales plan
- Lead the team to ensure promotions, new and discontinued products are executed to deliver great service and collaborative forecasts with customers
- Work with Marketing and Quality to use consumer feedback as a guide to improving products and services offered by Pukka
- Ensure full engagement and utilisation of our new ERP system - IFS
- Continuously improve service through robust root cause analysis and implementation of solutions and initiatives

This job description reflects the present requirements of the post and should not be seen as an exhaustive list of responsibilities. Duties and responsibilities may develop and change in consultation with management.

Qualifications / Experience

Person Specification

Qualifications

- Educated to degree level or equivalent work experience
- At least 4 years' experience gained within a customer facing role

Knowledge & Experience

- Experienced people leader
- Languages are highly desirable not essential
- Proven track record in delivering change agendas
- Commercial acumen
- Able to influence and negotiate persuasively at peers and senior level internally and externally
- Dynamic approach to problem solving
- Able to present information accurately and concisely, appropriate to the audience

Skills & Competences

- Proven ability to work quickly and accurately, with an eye on suggesting improvements to processes and systems;
- Ability to set own agenda and get buy in from key stakeholders
- Help to shape and influence the overall direction of the Supply Chain team
- Able to motivate and develop a highly engaged team
- Relishes variety, whilst maintaining a methodical approach to getting the job done;
- Able to effectively plan and prioritise both regular tasks and project work keeping track of progress
- Great communication skills (written and verbal), with the ability to get things done via others
- Able to influence and negotiate persuasively at peers and senior level internally and externally
- Dynamic approach to problem solving on medium as well as short term issues
- Able to present information accurately and concisely, appropriate to the audience
- Fluent supply chain knowledge of systems & processes from supplier to consumer
- Financially astute, awareness of commercial drivers for performance across the sectors we operate in
- Ability to deliver 'best practice' and service improvement through the team
- Interpret customer expectations and initiatives to achieve effective solutions for both the customer and Pukka
- Apply key performance indicators to guide improvement and interpret contributing factors

Personal Attributes

- Resilient and unflappable in the face of making tough priority decisions and regularly changing priorities
- Passion for customer service and drive to ensure Pukka's customers are delighted
- Ability to listen to key stakeholders, understand different scenarios and present back recommendations to supply chain leadership team
- Delivers results, improvement and recognises, anticipates and responds to change
- People management skills, capable team leader and motivator
- Able to build networks and relationships
- Persuasive and influential, gain agreement and commitment from others
- Strong communication skills, verbally and written
- Highly numerate, structured and logical
- Works strategically to achieve goals
- Able to handle pressure and setbacks
- Demonstrates commercial awareness

General

- To champion Pukka's Mission, Aims, Objectives and Values.
- To work co-operatively with colleagues across Pukka.
- To comply with the statutory provisions of the Health and Safety at Work Act 1974.
- To actively participate in opportunities to communicate within Pukka including attending team meetings
- To demonstrate a willingness to work flexibly with others to respond to needs of an evolving organisation
- To ensure that confidentiality is respected and maintained always
- To perform any other duties as directed by management

Job Terms

Salary	Dependent on experience
Hours	37.5 h/week
Location	Hawkfield Business Park, Bristol, BS14 0BY. Moving to The Herb House, Chocolate Factory, Cross Street/Somerdale Road, Keynsham, BS31 2AU in Spring 2018
Holiday	24 days holiday (rising by 1 day for each complete year of service, up to 28 days) plus bank holidays
Benefits	Pukka tea to drink during working time. Pension, Range of staff welfare benefits (product allowance and discount, complementary health) Personal and professional development, free parking.