



<b>Job Title</b>	<b>Head of Customer Facing Supply Chain</b>
<b>Job Level</b>	3A
<b>Location</b>	SBP
<b>Business Unit</b>	P&SC
<b>Function</b>	Supply Chain
<b>Leader</b>	Global Supply Chain Director
<b>People Leadership</b>	5 directs and overall responsibility for 30 employees

**Role Purpose**

To develop and implement the customer facing supply chain strategy utilising S&OP. Lead the function harnessing best practice and building strong relationships with the Regional SC Heads.

**Responsibilities**

- Leads, motivates and develops their team in line with the Company Values to maximise employee engagement.
- Contribute to the development and implementation of the customer facing strategy in conjunction with the BU SC Heads and in-line with the company and P&SC objectives.
- Lead & integrate S&OP and the demand forecasting process to create accurate sales forecasts.
- Work closely with the brand & pricing teams to ensure that product is allocated in accordance to Allocations committee.
- Deliver and strive to exceed budgeted targets (cost to serve, forecast accuracy, budget, OTIF, Reliability)
- Formulate and drive the strategy for S&OP including dashboard & reporting.
- Drive adherence to the detailed meeting agendas, templates and formats within SBP, Regional HQs, BBU/OBU and distributor reviews.
- Develop in conjunction with Commercial Finance & GTS an ability to move to 1 Number principle.
- Responsible for the consolidation of the global demand forecasts, accurate order taking and delivery of £1,000 million value of orders to 200 markets.
- Develop strong relationships with internal and external stakeholders (customers/distributors) to ensure alignment of company strategy and use the S&OP framework to drive essential behavioural and process change.

**Key Performance Metrics:** *Include the top 3 KPIs for the role (without reference to any commercial or confidential information or particular targets)*

KPI		Description
1.	OTIF %	What percentage of shipments arrived on time and in full at requested delivery date versus actual delivery date
2.	M-0 + Bias	Forecast Accuracy - Lag 0 example: Snapshot taken on 30th Nov of the forecast in December - accuracy is calculated based on the actual sales in December vs. the 30th Nov snapshot (0 month lag)
3.	M-3 + Bias	Forecast Accuracy - Lag 0 example: Snapshot taken on 30th Nov of the forecast in February - accuracy is calculated based on the actual sales in February vs. the 30th Nov snapshot (0 month lag)



4.	Cost To Serve (outbound)	To ensure that we minimise cost to serve (cost per case) whilst ensuring OTIF
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## Values



**BE PROUD**  
We are proud of our brands, our heritage, and our commitment to superior quality in our products



**BE RESPONSIBLE**  
We expect every individual and their teams to be accountable and to perform to their full potential



**BE SUSTAINABLE**  
We wish to make a positive contribution to our communities and to our environment



**BE PROFESSIONAL**  
We value integrity, transparency, professionalism and constructive debate within a team working culture



**BE ENTREPRENEURIAL**  
We foster a forward thinking and innovative culture that recognises the need for innovative thinking and continuous improvement



**THINK LONG TERM**  
We are proud of our brands, our heritage, and our commitment to superior quality in our products

## Core Competencies: *To be reviewed and inserted*

### Deciding & Initiating Action

- Makes prompt, clear decisions which may involve tough choices or considered risks
- Takes responsibility for actions, projects and people
- Takes initiative and acts with confidence
- Initiates and generates activity

### Leading & Supervising

- Provides others with a clear direction
- Sets appropriate standards of behaviour
- Delegates work appropriately and fairly
- Motivates and empowers others
- Provides staff with development opportunities and coaching
- Recruits staff of a high calibre

### Persuading & Influencing

- Makes a strong personal impression on others
- Gains clear agreement and commitment from others by persuading, convincing and negotiating
- Promotes ideas on behalf of self or others
- Makes effective use of political processes to influence and persuade others

### Delivering Results & Meeting Customer Expectations

- Focuses on customer needs and satisfaction
- Sets high standards for quality and quantity
- Monitors and maintains quality and productivity
- Works in a systematic, methodical and orderly way
- Consistently achieves project goals.

### Applying Expertise & Technology

- Applies specialist and detailed technical expertise
- Develops job knowledge and expertise through continual professional development
- Shares expertise and knowledge with others
- Uses technology to achieve work objectives
- Demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness and dexterity
- Demonstrates an understanding of different organisational departments and functions

### Coping with Pressures & Setbacks

- Works productively in a pressurised environment
- Keeps emotions under control during difficult situations
- Balances the demands of a work life and a personal life.
- Maintains a positive outlook at work.
- Handles criticism well and learns from it.

## Skills and Qualifications:

### Essential:

- Educated to degree level or equivalent preferably with a postgraduate degree in SC
- Proven track record of implementing S&OP and demand forecasting within a global FMCG environment.
- Must be experienced in successfully defining and leading change within a customer relations function.

### Desirable:

- Knowledge & experience of HMRC/customs requirements preferably within alcohol.



- Experience of working outside the UK.
- Knowledge and experience of implementing continuous improvement within a SC function

Created by:	Patrick Hartless
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HRBP:	Michelle McAree
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