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## Role Mandate

Job Title:	Own Brand Supply Chain Co-ordinator – Supply Chain/Regulatory
Function /CFBU:	Group Sales and Marketing
Dimensions of the Job:	0 Reports
Reports to:	Own Brand Manager
Location:	Runcorn

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- Job Summary:**
- Support the Own Brand Manager in ensuring the sales and marketing strategy is delivered in a timely manner meeting all required objectives.
- To provide skills in the area of Own Brand supply chain and the regulatory aspects alongside stock. Manage and responsible for the stock portfolio of existing and introduce new products in line with the range strategy set by the Own Brand Manager.
- The role will operate within a small and diverse team and together you will drive the Own Brand operation to maximise the offering. This role will suit someone who is able to work autonomously and can manage a large portfolio of products in a disciplined and structured way.
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## Responsibilities:

- Accountability and management of stock levels. Maintaining an overview of stock as well as developing proposals for managing stock more effectively.
  - Managing the full end to end supply chain process with PXG/European sites including organisation of transport, product clearance and booking in with UK team.
  - Managing supplier stakeholder engagement in regards to stock and delivery dates
  - Authorise new productions based on Numark requirement and forecast
  - Responsible for all stock queries and accurate OOS reporting to the business
  - Ability to generate proposals and use reports and management information to support decision making
  - Accountability and management of overstocks, short dated stocks, product authorisations and stock in the network through promotional activity, internal stake holders
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- Managing customer complaints and issues and ensuring that these are dealt with in a timely manner.
  - Update the CSD, C+D and Citrix system with Own Brand price changes
  - Generation of initial forecasting and maintaining forecast with suppliers and internal stake holders to ensure we have high service level
  - Support OB manager with all product recalls
  - Work closely with European Team on forecast and ordering – ex works
  - Able to interpret and calculate profit on cost and margins
  - Resolve queries with members and sales team as and when these arise.
  - Conduct analysis reviews on a quarterly basis against the budget to monitor process – volume and value

#### *General*

- Demonstrates the Company's values and behaviours that drive business performance, customer and quality excellence and engagement of our people

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#### Key Experience, Knowledge, Skills & Qualifications:

##### **Key Experience**

- Strong understanding of full end to end process of supply chain UK and European level
- Commercial experience in regards to stock holding, production planning and stock movement
- Experience in creating processes to streamline workflow
- Experience of managing a portfolio of products and tasks
- Strong use of excel including use of formulas
- Using organisational skills to deliver on tight frames
- Worked in a previous supply chain role
- Worked with Own Brand suppliers and manufacturers
- Supplier/stakeholder management

##### **Knowledge and skills**

- Understanding of pharmacy and the industry
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- Able to demonstrate operational management of Own Brand Proposition.
  - Able to demonstrate management of the Own Brand proposition against organisational objectives.
  - Knowledge of the Retail & OTC sector in the UK
  - Knowledge of GDP/recall guidelines
  - Communication skills
  - Use of Initiative
  - Project management skills
  - Excellent planning and personal organisational skills
  - Ability to work to deadlines
  - Attention to detail
  - Negotiation Skills
  - Commercial Awareness

**Qualifications- Essential:**

- Minimum 5 GCSE's or Equivalent

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**Key Interfaces**

**Who will the job holder be interacting with?**

Suppliers, manufacturers, transportation companies, responsible person, internal stake holders

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### Drive Business Performance & Value Creation

*Creates value through economic action and establishes meaningful changes*

- realizes goals while considering costs, benefits and risks (goal and result orientation)
- shows commitment in achieving goals, even under difficulties
- searches for permanent solutions and takes responsibility for the results (solution orientation)
- thinks and plans ahead in order to achieve results
- maximises efficiency and effectiveness
- realizes set objectives at due date, quickly delivers results

### Dedicate Yourself to Customer Needs

*Bases his/her behaviour on internal/external customer benefit and thus supports business success*

- focuses on customer excellence, puts him-/herself in the position of the customer
- thinks the process back from the perspective of the customer
- gives priority to customer needs
- reacts quickly and appropriately to customer needs
- incorporates feedback in his/her decision-making processes
- aims at exceeding customer expectations
- actively contributes to build long-term and mutually beneficial customer relationships
- creates mutual trust by being reliable and fulfilling expectations
- meets the customer with respect and fairness
- anticipates customer needs and proactively develops solutions
  - encourages innovation and improvement

Business

Customer

Quality

People

### Strive for Quality Excellence

*Acts quality-conscious and continuously improves work Results*

- has knowledge of his/ her own area of responsibility
- acts responsibly and ensures his/her own quality of work
- demands a high standard of quality of him-/herself and others
- supports a quality which prevents rework and waste (cost awareness)
- works accurately and in compliance with guidelines and best practices (high level of detail)
- learns from mistakes and avoids them in the future
- aims to continuously improve workflow, procedures and products (process improvement)
- continuously improves the performance levels of her/his area of responsibility, corrects insufficient work results
- openly addresses problems and develops (in dialogue with colleagues/ supervisor) appropriate solutions
- is strong in implementation and assertive

### Lead and Engage

*Achieves high performance levels through clear and open communication and an inspirational and appreciative interaction with others*

- motivates self and others to excellence and continuous improvement
- communicates in a timely and precise way and encourages two way communication
- demonstrates team spirit and a sense of responsibility for mutual goals
- determines the direction for own team and ensures that goals and responsibilities within the team are clearly defined and monitored regularly
- actively promotes an organisation of diversity and cooperation (employee involvement)
- identifies and discusses emerging conflicts and supports to solve them
- acts in his/her function as a role model and conducts him-/herself with integrity and credibility
- makes quick and clear decisions, is decisive
- is honest, loyal and behaves in a responsible and respectful way (sense of responsibility)
- suits his/her actions to his/her words (walk the talk)
- embodies the values of the PHOENIX mission statement