
Role Mandate

Job Title:	Supply Chain Development Officer
Function /CFBU:	Supply Chain
Dimensions of the Job:	Deliver on site change initiatives
Reports to:	Supply Chain Development Manager
Location:	Runcorn with significant travel.

Job Summary:

To support the Supply Chain Development Team in delivering and governing consistency of initiatives / projects / standards relating to regulatory compliance, commercial value and customer service

Responsibilities:

- Support the design and delivery of point in time initiatives which drive sustainable improvements in the operating processes, systems, culture and capability of the wholesale network.
 - Support the communication and implementation of best practice approaches and consistency of standards across the wholesale network.
 - Review and recommend process improvements to business as usual operations to ensure regulatory compliance, competitive positioning, commercial value and high levels of customer service.
 - Coach members of the wholesale network to develop the required capability to follow best practice standards and approaches.
 - Support training needs across the wholesale network, working in conjunction with the Learning & Development Team as required.
 - Maintain knowledge of local area depot operations in order to be able to identify and take into consideration the individual requirements of depots.
 - Facilitate visits from PHOENIX European Group teams and work with depots as required to implement key learnings.
 - Review individual operations to ensure adherence to standard ways of working as required and implement actions plans to improve performance where the required standards are not being met.
 - Identify and escalate risks and issues to the appropriate member of the Supply Chain Development Team.
 - Ensure appropriate prioritisation of own time and activities.
 - Support and challenge the development of meaningful business cases.
 - Support and challenge the development of meaningful KPIs.
 - Establish and maintain key business relationships.
 - Gain buy in and commitment to change.
 - Communicate effectively across a wide range of audiences.
 - Contribute to the successful delivery of the Supply Chain Development and Central Operations team strategies.
 - Promote a professional image and role model the desired culture and behaviours at all times.
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**Key Experience,
Knowledge, Skills &
Qualifications:**

EXPERIENCE

Essential:

- Experience of working to and implementing best practice standards
- Experience of coaching and developing individuals
- Experience of delivering change

Desirable:

- Experience of working in a field based role
- Phoenix / warehouse experience

KNOWLEDGE

Essential:

- Warehouse/distribution processes

Desirable:

- Project management frameworks, methodologies and governance techniques
- Continuous improvement principles
- Pharmaceutical industry

SKILLS

Essential:

- Ability to role model personal leadership
- Effective communication and presentation skills
- High degree of planning and organisation
- Ability to manage competing priorities
- Competent in Microsoft Word, Excel, Outlook & PowerPoint

Desirable:

- Outcome focused mind-set

QUALIFICATIONS & TRAINING

Desirable:

- Project Management Qualification
- Continuous Improvement Qualification
- Training experience
- Quality management experience
- Full UK Driving licence (essential)

Key Interfaces

**Supply Chain: Procurement: Quality: Depot Network: IT: L&D:
Customer Services**

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

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