

# JOB DESCRIPTION

## JOB TITLE

Supply Chain Manager

## REPORTS TO (Line Manager)

Commercial Director

## DEPARTMENT OR FUNCTION

Commercial

## CONTRACTUAL TERMS

Permanent

## HOURS OR SHIFT PATTERN

Full-time Office Hours

## OVERALL JOB PURPOSE (statement of main outcomes to be achieved)

Manage and develop the supply of produce so that a consistent supply of high quality product conforming to the highest quality and ethical standards of our customers is assured.

## MAIN RESPONSIBILITIES

1. Establish mutually beneficial relationships with growers and suppliers building trust and confidence in both parties that will result in long term business relationships.
2. Manage the movement of products in and/or out of the country in accordance with organizational policy and procedure, and to comply with relevant local, country and international law and process.
3. Manage the necessary documentation and online forms for the efficient, cost-effective and lawful execution of all import/export activities.
4. Maintain and share with colleagues as appropriate, personal knowledge of all relevant import/export law and procedures; tariffs and duties; licences and restrictions.
5. Anticipate, research and report on future changes in import/export laws and in relevant local territory practices, and ensure such knowledge is factored into the planning of the department's own strategy, resources and procedures.
6. Plan and implement import/export strategy and activities consistent with overall aims and requirements of the organization.
7. Manage all staff reporting to the position so as to effectively recruit, train, evaluate, motivate, delegate and monitor their activities.
8. Liaise with other departments in order to establish and maintain effective and relevant export/import activities and support in relation to the organization's sales, purchasing, technical and quality management, production and overall operating functions.

9. Monitor, record, analyse and report on activities, trends, results and recommendations relating to import/export activities.
10. Prepare and submit relevant administration in a timely and accurate manner, for example: shipping schedules; letters of credit; credit control mechanisms; licences; declarations; packing, routing, transport and safety documentation.
11. Investigate, plan and implement strategically effective and relevant transport methods, which meet optimally the needs of the organization and its suppliers and customers.
12. Manage language and communications translation issues and activities as necessary to enable effective relations, distribution and integration of imported produce, within the supply chain.
13. Negotiate contracts for purchases and manage renew, review contracts as required to enable effective trading, operations and customer/supplier relations.
14. Fully participate in all the company's plans to further develop routes to market and increase the Grower base.
15. Identify the growers most important to the strategic success of the company and negotiate long-term agreements, where necessary, that set out terms of engagement, the methodology of working together, quality standards, improvement targets, timescales, and commercial terms and conditions.
16. Monitor the performance of growers against company and customer standards and work with them to deliver the improvements demanded by the market and legislation.
17. Work with the computer based Forecasting/Planning tools, issue purchase orders for products and follow up orders to ensure that suppliers deliver on time.
18. Create and maintain reports and establish KPI's on purchasing and grower activity, comparing performance against standards, plans and budgets.

#### **KEY PERFORMANCE INDICATORS** (how job success will be assessed)

1. All tasks are completed in an accurate and timely manner as per the relevant SOP.
2. Information provided is punctual and accurate and on a right first time basis.
3. All relevant business information is communicated through the correct channels. Customer requests are met in a timely and professional manner.
4. Support is provided to team members when required.
5. Strength of relationship with internal teams, overseas team and hauliers.

## KEY SKILLS & BEHAVIOURS

1. Interpersonal Skills. Able to communicate effectively, remain calm under pressure, always courteous and helpful. Able to work alongside all nationalities, community members and staff.
2. Prioritising Workload - take on new tasks as appropriate. Flexible but focused in approach to workload. Always professional and committed to supporting company.
3. IT Skills – Proficient in the use of the Microsoft Office package with previous knowledge of in-house ERP systems.
4. Team Working – able to build and maintain productive working relationships with colleagues at all levels. Appreciates own role and how that contributes to the overall team effort.
5. Communication & Influencing – selects appropriate communication method based on the needs and sophistication of the target.

### Interviewees will be able to demonstrate:

		E/D	X/✓
Qualifications and Training	<ul style="list-style-type: none"> <li>• Formal supply chain qualification such as diploma in procurement and supply, or equivalent.</li> <li>• Educated to degree level</li> </ul>	D D	
Specialist Knowledge	<ul style="list-style-type: none"> <li>• Competent in the use of Microsoft Outlook, Word &amp; Excel.</li> <li>• Experience and understanding of ERP systems.</li> <li>• An understanding of customs procedures.</li> <li>• A sound understanding of the principles of effective supply chain Management.</li> </ul>	E E D D	
Experience	<ul style="list-style-type: none"> <li>• Working experience in a supply chain management role.</li> <li>• Previous experience and sound knowledge in managing procurement and purchasing of perishable produce, food or a closely related business.</li> <li>• Experience in customer service and sales environments.</li> <li>• Experience in developing, implementing and maintaining effective supply chain policies and systems to improve efficiency and achieve value for money.</li> <li>• Demonstrate well developed negotiation skills.</li> <li>• Demonstrate an ability to lead, create and manage high performance individuals;</li> <li>• Demonstrate an ability to respect</li> </ul>	E E E E E E E	

	<p>confidential and sensitive issues and liaise effectively with internal and external customers and stakeholders.</p> <ul style="list-style-type: none"> <li>• Able to demonstrate experience managing large supplier accounts and contracts.</li> <li>• Demonstrate strategic analysis, budgeting and planning skills and experience.</li> <li>• A knowledge and experience in international trade and distribution.</li> <li>• Experience of computerised planning and forecasting systems combined with familiarity of computerised logistics systems.</li> </ul>	<p>D</p> <p>D</p> <p>D</p> <p>D</p>	
Skills and Attributes	<ul style="list-style-type: none"> <li>• Fluent in both spoken and written English and Spanish</li> <li>• The ability to develop good working relationships with people of all nationalities.</li> <li>• Demonstrate well developed written, oral and media communication skills.</li> <li>• Able to travel nationally and internationally as required.</li> <li>• Flexible with work hours and able to communicate with overseas suppliers outside of normal business hours.</li> <li>• Reliable at all times, punctual and professional.</li> <li>• Able to work under pressure and manage stressful situations professionally.</li> <li>• The ability to develop and build relationships with other managers within the company, to question and listen in order to gain knowledge and make recommendations.</li> <li>• The ability to communicate effectively at all levels.</li> <li>• The ability to prioritise multiple tasks concurrently.</li> <li>• Accurate, with an excellent attention to detail.</li> <li>• Demonstrate problem solving skills and initiative including the ability to initiate and respond effectively to change.</li> <li>• Ability to take a proactive approach to overcome challenges and achieve results.</li> </ul>	<p>E</p> <p>D</p> <p>D</p>	
Other	<ul style="list-style-type: none"> <li>• Current UK driving licence</li> </ul>	<p>D</p>	