

Job Description

Supply Chain Manager

Title: Supply Chain Manager

Department: Operations

Reports to: Director of Supply Chain

Date Prepared: 31 October 2022

Role:

Supports the commercial supply chain with the day-to-day operations and customer service activities (90% of role).

Manages general office procedures to ensure processes and duties in the office flow efficiently (10% of role).

Principal Responsibilities

Inbound Supply Chain

- Receive monthly sales forecasts from Commercial and update supply chain planning files for all products.
- Propose updated supply plans by product, with purchasing recommendations, for approval by the Director of Supply Chain.
- Support the monthly Sales and Operations Planning process (S&OP) by communicating variances to plan and highlighting required updates to purchasing plans as agreed with Director of Supply Chain.
- Escalation of supply chain issues through to impacted stakeholders and Director of Supply Chain
- Create and place purchase orders and forecasts on Contract Manufacturing Organisations (CMOs) and Contract Packing Organisations (CPOs) ensuring adherence to contractual lead-times and pricing agreements and track through to delivery.
- Deliver timely and accurate supply chain KPI reporting
- Ensure master data is set-up for new products required at CMOs / CPOs and for serialisation systems
- Perform monthly stock reconciliation for each country / 3rd Party Logistics Provider (3PL)
- Management of invoices and associated issues with, CMOs, CPOs, 3PLs and other suppliers in support of finance team.
- Investigate alerts of serialised products from EMVO with CMOs / CPOs / 3PLs as appropriate and present to Director of Supply Chain and Quality Lead for resolution and closure.
- Packaging and Artwork Support:
 - Provide back-up proof reading of printed component artworks – mock-ups and printers' proofs.
 - Be the conduit CMOs / CPOs for technical checks and processing of artwork updates.

Outbound Supply Chain / Customer Services

- Act as a primary point of contact for company's 3PLs, wholesalers and other customers
- Support customers with updates on order deliveries, documentation and product availability

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- Regular coordination with commercial, compliance and operations teams with respective needs to support customers
- Manage order delivery booking process with 3PLs
- Manage portal interface with 3PLs
- Capture and monitor sales and inventory levels, raising potential issues to the commercial team for action
- Setup and maintain master data (pricing and product coding) throughout the supply chain

Office Management

- Reception duties, including answering incoming calls and scheduling appointments
- Follows-up on phone calls and contacts as appropriate
- Answer general emails and postal correspondence with customers and suppliers
- Order office supplies within budget and maintain records
- File and archive accurate records
- Manage health and safety as well as fire regulations within the office
- Provide administrative support for the finance function as needed

Training and Development

- Ensure training and development identified and agreed with line manager
- Training record up-to-date

The above duties and responsibilities are not an exhaustive list and you may be required to undertake any other reasonable duties compatible with your experience and competencies. This description may be varied from time to time to reflect changing business requirements.

Principal Relationships

- Accountable to Line Manager.
- Commercial team
- Compliance team: Regulatory and Quality
- Finance Team
- Third Parties, ie Logistics providers, Wholesalers, CPO/CMOs

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Education & Experience

- Experience in a previous similar role ideally within the pharmaceutical industry with contract suppliers
- Knowledge of core supply chain processes, demand and supply forecasting and inventory management.
- Understanding of Good Distribution Practice (GDP) throughout the supply chain.
- Customer service experience with wholesalers and third party warehouses.
- Knowledge and experience of resource planning systems – MRP & ERP
- Proficiency in MS Word, Excel & Powerpoint
- Proven ability to work with cross-functional stakeholders

Skills and Attributes

- Proactive / self starter
- Flexible / team player
- Strong attention to detail
- Strong Organisation Skills
- Excellent Customer Care Skills;
- Ability to Prioritize Effectively
- Keen Attention to Detail
- Excellent and Accurate Data Entry Skills
- Positive Attitude
- Reliable and Dependable

Issued by: _____

[*Manager*]

Date: _____

Accepted by: _____

[*employee*]

Date: _____