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| ROLE PROFILE | | | |
| Job title | Senior Commercial Manager | Date | 16.04.24 |
| Business | Samworth Brothers Meals | | |
| Department | Commercial | | |
| Location | Melton Mowbray | | |
| ROLE SUMMARY | | | |
| This role will be responsible for the relationship and management of Tesco within the meals business. We currently supply meals ranges across a number of cuisine types into multiple retail customers.  The primary function of this role is to build close and trusted relationships with the customer to ensure we have full visibility and are active leaders within the categories we operate to leverage all opportunities and increase our influence. You will be the key contact through which all communication will be managed in and out of the business.  You will work closely with the customer and internal functions to oversee the successful management of NPD & EPD launches, end to end activity, promotional and pricing strategies including the management of cost and flow through models. All change will be managed with full transparency with key stakeholder support.  You will have 1 direct report who will primarily manage the day to day administrative tasks for example forecasting, customer requirements (new lines forms, promotions, invoices) and other internal documentation such as Gate Zero’s. You will implement a development plan for the individuals which encapsulates key strengths, development area’s and plans to support these along with a clear career development path to follow all tailored to suit the individual’s needs and aspirations.  You will also perform a key leadership role within the meals business to drive the business strategy in conjunction with customer plans with a particular focus on Saladworks as a member of the SMT. You will drive and support internal processes and ways of working to strengthen and develop other supporting functions. | | | |
| REPORTING STRUCTURE | | | |
| Reports to | Head of Commercial | | |
| Direct & indirect reports | 1 direct | | |
| Key internal stakeholders | Development, Finance, Procurement, Planning & Operations and Technical | | |
| Key external stakeholders | Retail customer cross functional teams | | |
| KEY ACCOUNTABILITIES AND RESPONSIBILITIES | | | |
| 1. Active management and full accountability of all financial metrics to the agreed minimum gross margin % 2. Take a leadership role across all functions in key decision-making using experience, judgement, commercial acumen with a full understanding of any potential impact to the business or customer with mitigating factors. 3. Responsibility for the management and accuracy of the commercial forecast change process with all changes being captured and communicated to relevant stakeholders. 4. Ensure that all customer administrative tasks are completed to a high standard 5. Ensure customer service levels are manged and maintained with high quality communication between the business and our customer with any appropriate actions implemented and followed up. 6. Work with development, process, technical and operations to track the progress of NPD/EPD/E2E launches to ensure all target dates are hit and commercial/financial expectations are tracked and measured. This also includes the active mitigation of any impact due to delist of products, high MOQ’s or any other stock exposures. 7. Play an active role in the development of the business strategy and the scope of each customer within the strategy. 8. Development and implementation of customer plans through effective category and development insight which elevates Samworth Brothers meals within our customers to a category leader and supplier of choice. | | | |
| QUALIFICATIONS, EXPERIENCE, TECHNICAL SKILLS / KNOWLEDGE | | | |
| * Degree education or equivalent preferred. * Experienced within FMCG with Food Manufacturing * Excellent leadership skills with strong interpersonal and communication skills to enable highly effective influencing across the business, group and customers. * High commercial acumen and numerical ability to facilitate effective decision making and the proactive management to minimise any impact * Strong organisational, presentation and project management skills to assist with deadline delivery * High performer who is a passionate team player, effective leader and desire to drive change and improvement | | | |
| CORE COMPETENCIES, ATTRIBUTES & BEHAVIOURS FOR SUCCESS | | | |
| **Competency** | **Descriptors** | | |
| Values People | *Demonstrates the belief that people are our most important asset and central to the success of the organisation. Everybody should be treated with dignity and respect at all times.* | | |
| Customer Focus | *Demonstrates the understanding that the satisfaction of our internal and external customers is the foundation of our success* | | |
| Collaborative Team Working | *The willingness to act as part of a team and work towards achieving shared objectives through adopting best practice in line with PQP and Federalism.* | | |
| Flexibility & Adaptability | *The ability to change and adapt own behaviour or work procedures when there is a change in the work environment, for example as a result of changing customer needs.* | | |
| Initiative & taking ownership | *Steps up to take on personal responsibility and accountability for tasks and actions in line with PQP and Federalism.* | | |
| People Management (indirect reports) | *The ability to understand people and their motivations, build good relationships with them and help them unlock their potential.* | | |
| Empowering others | *Creates an environment where people feel required and enabled to take ownership and responsibility.* | | |
| Coaching for performance | *The ability to help others achieve more through two-way feedback, clear direction and enabling.* | | |
| Analysis & Planning | *The ability to take a range of information, think things through logically and prioritise work to meet commitments aligned with organisational goals.* | | |
| Drive for Excellence | *Knows the most effective and efficient processes for getting things done, with a focus on continuous improvement.* | | |