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| ROLE PROFILE | | | |
| Job title | Supply Chain Analyst | Date | October 2023 |
| Business | Group IT | | |
| Department | Business Solutions | | |
| Location | Leicester | | |
| ROLE SUMMARY (main purpose) | | | |
| The key purpose of the role is to provide support for all Supply Chain and Planning (SCP) and related systems. This includes resolving support incidents and requests, working on a continuous improvement program, and projects. | | | |
| REPORTING STRUCTURE | | | |
| Reports to | Supply Chain and Planning Product Manager  This role requires you to be on an on-call rota. | | |
| Direct & indirect reports | None | | |
| Key internal stakeholders | Project Teams  Ops Centre | | |
| Key external stakeholders | Site supply chain functions within all businesses  Third party suppliers | | |

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| KEY ACCOUNTABILITIES AND RESPONSIBILITIES | |
| Key responsibilities are as follows:   * **Application Support**   + Ensure that incidents and service requests logged by end-users are diagnosed and resolved in a timely manner (for **ALL** Supply Chain applications).   + Take ownership for major or complex issues and manage through to resolution, liaising with wider Group IT teams and third-party suppliers as necessary.   + Identify recurring issues and deliver additional training and advice as appropriate   + Ensure that knowledge base support documentation is maintained, detailed and up to date * ***Cross Skilling for all solutions under the supply chain pillar***   + Learn the applications in detail to assist team with supporting the business BAU issues/queries.   + Understand key business processes to continually evolve the solution and enhance the customer experience.   + Ensure that SOP’s are maintained, detailed and up to date.   + Ideally have SSRS experience * ***Standard System Checks and maintenance***   + Ensure that routine system checks are in place and provide advice and guidance as necessary.   + Maintain application configuration tables and parameters.   + Liaise with project teams, PM’s, testing teams, third party suppliers and business users to manage environments and code releases.   + Assist with testing for patches and code changes. * ***Change, Projects and Continuous Improvement***   + Support our businesses in their process and system change, gather requirements, create specifications.   + Work on upgrade, roll out and new system projects   + Work with business stakeholders to deliver a group wide Supply Chain Planning Continuous Improvement program, within a structured framework  |  | | --- | | * **Best Practice**   + Responsible for sharing best practice and keeping up to date with latest developments from around the group, industry and our software vendors. | | |
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| QUALIFICATIONS, EXPERIENCE, SKILLS / KNOWLEDGE | | |
| Desirable  Qualifications | Experience working in planning, supply chain or management role in a manufacturing or logistics environment |
| Experience | Experience of writing complex SQL queries, procedures and functions.  EDI knowledge and experience is desirable  Experience of source to pay and sales order processing.  Experience of systems such as Demand Planning and Scheduling, Customer Ordering platforms and Warehouse Management. |
| Skills/ Knowledge | Knowledge of SCP and the wider systems environment  Strong stakeholder management skills |

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| PERSONAL ATTRIBUTES & BEHAVIOURS |
| This is a business facing role and the personal attributes and behaviors reflect this:  **Good communication skills:**  Ability to deliver clear and precise written and verbal communications and translate complex technical and / or business information in an understandable non-technical way  **Strong stakeholder management skills:**  Ability to manage expectations effectively across a wide variety of stakeholders and deliver difficult messages where necessary with tact.  **Excellent negotiation & influencing skills:**  Ability to manage competing demands and work to achieve buy in for the right solution across functions & teams |

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| COMPETENCIES FOR SUCCESS | |
| Competency | Descriptors |
| Customer Service: Works to transform customer experience | Ensure customer needs are met or exceeded |
| Develop partnerships: balances competing stakeholders | Work to gain trust across the business, Group IT and SCP project teams by taking the time to build strong working relationships |
| Decision Making and Judgement | Demonstrates the ability to prioritise decisions based on urgency and negotiates skillfully in tough situations |