

# Windsor

ARCHITECTURAL HARDWARE

## JOB SPECIFICATION

### POSITION DESCRIPTION

**Position:** Supply Chain Executive Manager

**Responsible to:** Managing Director

**Direct reports:** Warehouse Manager, Data & Planning Manager, Procurement Administrator, Supply Chain Support Coordinator

**Location:** Windsor Architectural Hardware Head Office, Invercargill New Zealand

**Purpose:** Responsible for overseeing and managing the company’s overall supply chain and logistics strategy and operations to maximise productivity, quality and efficiency of operations, including team and processes to ensure inventory levels and supplier relationships are maintained effectively. Work proactively with Executive Sales Manager to manage out of stocks, anticipate customers supply needs and deliver innovative customer supply initiatives.

<i>Key Responsibilities</i>	<i>Performance Standards</i>
<p><b>Strategic</b> Responsible for the development, implementation, and achievement of the supply chain strategic plan.</p>	<ul style="list-style-type: none"> <li>- Develop a detailed, robust achievable strategic plan for the supply chain division that is aligned with the overall business strategic plan.</li> <li>- Work with division managers to translate strategic plans into clear action plans with quantifiable objectives.</li> <li>- Manage and coordinate the purchasing, supply, dispatch and workshop functions to ensure products are supplied on time and within quality and cost parameters.</li> <li>- Regularly report/communicate key components of the plan with management team, including budgeted stock levels, KPIs and projects plan.</li> <li>- Regular Monthly Board Reports submitted to Managing Director.</li> </ul>

	<ul style="list-style-type: none"> <li>- Oversee the development and implementation of LEAN continuous improvement strategies.</li> <li>- Annual budget is devised in consultation with the CFO and managed within budgeted parameters and trading GP margins are maintained.</li> <li>- Ensure progress against budget is monitored, trends and variances are identified, and action plans created and executed to address budget variances and realign with budget.</li> <li>- Implement and monitor effective quality control processes to ensure no defective or poor-quality products get to market.</li> </ul>
<p><b>Workshop and Dispatch Management</b> Overall responsibility for the efficient operation of the internal Workshop and Dispatch areas.</p>	<ul style="list-style-type: none"> <li>- Ensure dispatch and workshop resources are managed effectively to ensure that cost efficiencies, budgets and GP2 targets are met.</li> <li>- Put in place systems for the regular tracking and reporting of throughput KPIs for dispatch and workshop.</li> <li>- Provide leadership and support to Warehouse Manager.</li> </ul>
<p><b>Stock Management</b> Oversee the development and implementation of effective stock management processes.</p>	<ul style="list-style-type: none"> <li>- Develop systems and manage Sales and Operations Planning (SOP) processes, working with Sales and Marketing Managers to manage product range and plan for stock requirements.</li> <li>- Ensure there are systems in place for updating and maintaining volume forecasts, as appropriate.</li> <li>- Create and maintain internal policies and processes for stock swapping.</li> <li>- Ensure all stock management processes are operating effectively, including: <ul style="list-style-type: none"> <li>- Calculation and placement of monthly orders.</li> <li>- Communication with suppliers around shipments including final destinations.</li> <li>- Indent enquiries and orders.</li> <li>- Processing of all purchasing documentation e.g. order confirmation</li> </ul> </li> </ul>

	<p>and invoicing.</p> <ul style="list-style-type: none"> <li>- Supplier payments in consultation with CFO are managed.</li> <li>- Out of stocks and stock and inventory turnover are managed as per Company policies.</li> </ul>
<p><b>Relationship Management</b> Manage supplier relationships</p> <p>Freight</p> <p>Internal Relationships</p>	<ul style="list-style-type: none"> <li>- Ensure relationships with suppliers are managed effectively, with communication and negotiation carried out consistently and professionally.</li> <li>- Develop and implement a supplier communications program covering meetings and reporting, with other personnel involved in communications as appropriate (e.g. other management).</li> <li>- Ensure alternative suppliers are in place for “Critical Stock Lines”.</li> <li>- Test providers’ competitiveness regularly, with full market reviews biannually.</li> <li>- Negotiate orders and delivery terms with suppliers and vendors</li> <li>- Biannual courier price reviews and negotiations.</li> <li>- Facilitate arrangements for meetings with suppliers – face to face and virtual.</li> <li>- Manage relationships with sea freight and air freight providers and customs agents.</li> <li>- Work collaboratively with SMP Executive Manager to achieve strategic objectives.</li> </ul>
<p><b>Special Projects</b> Support Managing Director and involvement with wider business projects as required.</p>	<ul style="list-style-type: none"> <li>- Feedback on participation during projects is positive.</li> <li>- Complete all tasks and projects within agreed timeframes.</li> </ul>
<p><b>Business Health &amp; Safety Management</b> Provide leadership and input into the development of the overall health and safety functions of the business, e.g. policies, procedures, structures, and plans.</p> <p>Ensure the workplace is safe through undertaking appropriate Health, Safety and Environmental practices</p>	<ul style="list-style-type: none"> <li>- Active involvement in the development, implementation and adherence to all company health and safety policies.</li> <li>- Initiative and cooperate with risk minimisation initiatives as required.</li> <li>- Customer near hits are recorded and investigated and improvement plans</li> </ul>

<p>Undertake correct reporting and recording of accidents, incidents and risks</p> <p>To ensure your direct reports are safe and healthy. Ensure your direct reports know, understand and implement all health and safety requirements</p>	<p>actioned.</p> <ul style="list-style-type: none"> <li>- Health and safety policies and procedures are communicated and understood by all direct reports.</li> <li>- Hazards, associated risks and prescribed controls are communicated to direct reports in an appropriate way to ensure they understand them.</li> <li>- Team meetings include health and safety as an agenda item. Hazards, risks and controls are discussed regularly at team meetings, engaging, relevant material is used to ensure they have a clear understanding of the risks they are exposed to.</li> <li>- All incidents and accidents, are reported and recorded according to the policies and procedures outlined in the HSMP.</li> <li>- Direct reports are trained in emergency procedures, emergency procedures are regularly discussed at team meetings.</li> <li>- Appropriate personal protective equipment is used by all direct reports to carry out duties safely &amp; effectively.</li> </ul>
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# PERSON SPECIFICATIONS

## 1. CORE COMPETENCIES

<i>Competency</i>	<i>Definition</i>
Individual Leadership/Influencing	Using appropriate interpersonal styles and methods to inspire and guide individuals (direct reports, peers and superiors) toward goal achievement, modifying behaviour to accommodate tasks, situations and individuals involved.
Coaching	Facilitating the development of others knowledge and skills, providing timely feedback and guidance to help them reach goals.
Internal Organisational Awareness	Having and using knowledge systems, situations, procedures and culture inside the organisation to identify potential problems and opportunities, perceiving the impact and the implications of decisions on other components of the organisation.
Work Standards	Setting high goals or standards of performance for self, subordinates, others and the organisation, being dissatisfied with average performance, self-imposing standards of excellence rather than having standards imposed by others.
Analysis and Problem Solving	Securing relevant information and identifying key issues and relationships from a base of information. Committing to an action after developing alternative courses of action that are based on logical assumptions and factual information and that take into consideration resources, constraints and organisation values.
Computer Literacy	Knowledge and experience in contemporary software packages.
Customer Service Orientation	Proactively developing customer relationships by making efforts to listen to and understand customers (both internal and external), anticipating and providing solutions to customer needs, giving high priority to customer satisfaction.
Quality Orientation/Attention to Detail	Accomplishing tasks through concern for all areas involved, no matter how small, showing concern for all aspects of the job, accurately checking processes and tasks, maintaining watchfulness over a period of time.
Teamwork/Collaboration	Working effectively with team/work group or those outside formal line of authority (e.g. peers, senior managers) to accomplish organisational goals, taking actions that respect the needs and contributions of others, contributing to and accepting the consensus, subordinating own objectives to the objectives of the organisation or team.
Safety Awareness	Being aware of conditions that affect employee's safety.

## 2. QUALIFICATIONS

- Current driver's licence.
- Relevant tertiary qualification in supply chain management/logistics is desirable.

## 3. EXPERIENCE

- Several years' experience in supply chain management at senior management level.

**Agreed by:**

\_\_\_\_\_ (Job holder's signature)

\_\_\_\_\_ (Managing Director's signature)

\_\_\_\_\_ Date