

## Supply Chain Category Manager

<b>Job Title:</b>	Supply Chain Category Manager
<b>Department:</b>	Supply Chain
<b>Reporting to:</b>	Head of Supply Chain
<b>Responsible for (staff):</b>	Category Specialists / Coordinators
<b>Location:</b>	Upminster
<b>General Purpose of Role:</b>	Responsible for the development and implementation of Supplier and Contractor specifications, KPIs and financial measurements working with them to create a no-fault environment across our Clients.

## ACCOUNTABILITIES

- Develop and implement Category strategy to provide external resource to the correct quality and on time, minimising risk to us and our customers and ensuring optimum price
- Manage supplier performance including quality, delivery and total cost and drive corrective actions as required.
- Identify areas of risk within supply chain Category; implement appropriate mitigation measures.
- Provide regular performance feedback to suppliers and subcontractors and drive corrective actions as required.
- Enforce terms and conditions of purchase orders and other agreements and compliance with legal requirements and Company policy.
- Analyse supplier spend reports to identify targeted improvements; leverages value for the company.
- Implement sourcing design changes to improve reliability in operations and reductions in costs.
- Provide escalation support for the operational Field Team and Helpdesk in relation to service delivery and performance
- Support our Clients in procurement exercises including Tender activities and contractor selection processes ensuring compliance with all corporate supply chain processes and procedures
- Work alongside HSQE department to ensure Suppliers and Service providers are compliant.
- Maintain and publish Supplier balanced score card
- Resolve non-conformance issues, back-charges and claims in a timely manner to minimize the Company's exposure.
- Training and onboarding all approved suppliers to ensure fully understand and follow Arcus Systems, policies and procedures
- Raise requested Purchase Orders with approved suppliers, ensuring follows business authority approval process
- Maintain knowledge of market industry trends within area of expertise and communicate potential impact on business.
- Provide Business Partner support to internal functions.
- Produce weekly status reports for the Head of Supply Chain.
- Deputise for the Head of Supply Chain as required.
- Deputise for other Category Managers as required.
- Support the development and deployment of Supply Chain policies and processes, and ensure they are followed, with particular reference to ethical standards.
- Work with Procurement buyer, Category managers and users to ensure internal customer needs are met

- To support Head of Supply Chain in the development and implementation of best procurement/business practices.
- Responsible for planning, organising and chairing regular Performance Reviews with Suppliers
- Any other reasonable duties as required by the Head of Supply Chain.

## KNOWLEDGE AND SKILLS

- Track record of managing Supplier / third party contractor service delivery performance
- Experience in the use of high volume data for the purposes of trend analysis and performance improvement
- Experience in FM environment preferable but not essential
- Knowledge of performance measurement processes, SLAs and KPIs
- Understanding of Quality Management Systems and continual improvement processes
- Understanding of Health & Safety obligations and Legal compliance
- Knowledge of budget planning and financial control processes
- Excellent interpersonal skills, able to build relationships at all levels
- Able to absorb information at pace
- Ability to represent Arcus and project a professional image at all times
- Good negotiation skills and the ability to influence at all levels
- Ability to plan, organise and chair formal meetings at all levels
- Capable of preparing and delivering presentations to senior management and the Client
- Good data analysis and trend analysis skills
- Ability to analyse processes and identify gaps and improvement opportunities
- Able to think strategically to identify potential innovation and synergies that drive cost transformation and service enhancement

## VALUES & BEHAVIOURS

### Do it **SIMPLY**:

- Improve every day – provide sustainable, workable and lasting solutions to challenges
- Strive for efficiency – work in an uncomplicated manner, using language and terminology that can be understood by all

### Do it **WELL**:

- Act safely and responsibly – safety first and at the forefront of everything you do
- Excel at customer service – find solutions that meet, where possible exceed expectations

### Do it **WITH PASSION**:

- Perform with pride and purpose – act as a positive role model to others
- Value each other – be open and transparent and respect the views of others

# JOB

# DESCRIPTION

## **OTHER FACTORS**

- The post holder must be able to work flexibly, as determined by business requirements, including weekend cover if required
- The post holder must be able to work from and attend meetings at various locations, including Arcus FM Head Office at Upminster, our offices at Redditch, Hartlebury and Glasgow and at Supplier premises.