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| SECTION 1 – IDENTIFYING INFORMATION |
| Job Title | Service Delivery Analyst | Department | Supply Chain |
| Function | Supply Chain | Site | Histon |
| Date |  | Approved by(manager) |  |

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| SECTION 2 – JOB SUMMARY |
| The direction for this role is “is zero shorts, zero short codes”. The purpose of this is to ensure that our Customers receive what they want and when they want it; and the risk to the Business of write-off and loss is minimised to the target of zero.To this end, the role of Service Delivery Analyst is to work closely with our Customers, 3PL providers, Production Planners and Material Planners to ensure we achieve an OTIF score of 98.5% or greater to all Customers. |

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| SECTION 3 – KEY ACCOUNTIBILITIES | % OF TIME |
| From an order to cash perspective, ensuring that key processes are followed specifically: * Some order management (order processing is carried out by our Customer Services department in Leeds) so this predominantly relates to promotional/spot buy activity.
* Working with Customer Services in Leeds (via HSS inbox) to manage Customer uplifts and various tasks.
* Running ATP (Available To Promise) and acting on the outcome. For example arranging stock transfers or chasing QA releases etc.
* Communicating with our Customers when orders are being shorted / amended.
* Amending orders on M3 to reflect accurately the availability and planned sales, recording and being able to report on shortage reasons on a periodic / ad-hoc basis
* Action the SA (Short Allocated) report that our 3PL provider issues and act as per ATP
* Reporting periodically (daily, weekly, monthly, annually) on all shortages (Short Shipped) to the Business – and using insights to drive improvements
* Interface reconciliation and resolving stock discrepancies daily. Able to record and report on root causes and driving behaviours to put permanent fixes in place. This requires cross-functional working and relationship development.
* Ad-hoc reporting on Service, Customer insights, predicting outcomes etc.
* Stock reporting and tracking – generating KPI’s that measure stock levels and the direction of travel. Flagging risks or opportunities to your line manager.
* Distribution of service reports to communicate any gaps to service and causals
* Using internal and external tools to provide insights on Customer behaviours (EPOS tracking etc). Monitor NPD launches on a 4/8/12 week basis to track and report on success or otherwise.
* Monitoring, measuring, reporting and escalations of SARS (stock at risk) via Sales Teams and FDM.
* Monitoring, measuring, reporting Part Pallets.
 | 55% |
| * Communication
	+ Ad-hoc visits to Customer sites
	+ Ad-hoc visits to our 3PL providers
	+ Reporting to customers of any product shortages and the causals for these
	+ Internal and external verbal and written to a very high standard
 | 40% |
| * Projects
	+ Required to take part at various levels in the delivery of strategic projects to deliver the Business strategy.
 | 5% |

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| SECTION 4 – EDUCATION & EXPERIENCE |
| Education Level (i.e. Degree, Prof. Quals., etc) | * GCSE English and Maths C or above minimum. Intermediate Excel skills (advanced preferred) and PowerPoint skills.
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| Years Experience (i.e. Relevant experience, Industry Experience, Management level experience, etc) | * 2 years minimum in a similar role with experience dealing with the major multiples in an FMCG role
* Supply Chain knowledge and understanding
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| Key Capabilities and Characteristics (Interpersonal skills, specific competencies, specific skills, etc) | * Able to communicate clearly and effectively, both written and verbally at all levels – specifically with our Customers and internal stakeholders to a very high standard.
* Passionate about Service and putting our Customers first – working at all levels to protect our relationships and Business
* Tenacious approach to problem solving and the confidence to challenge existing processes
* Ability to operate and contribute within a strong team environment
* Good time management skills and able to work to tight deadlines
* The ability to use own initiative and work with minimal supervision
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| SECTION 5 – DIMENSIONS & SCOPE |
| Budgetary Responsibility: None | Direct/Indirect Budget: None | Size/Amount: N/A |  |
| Other key dimensions(.e.g. sales, products, skus, reports, invoices, etcPlease put description and numbers | N/A |

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| SECTION 6 – CONDITIONS OF ROLE |
| State any conditions for role(e.g. Travel requirements, site specific/multi-site, Physical conditions i.e. Hot/Cold, indoors/Outdoors, hazardous, etc) | Some low frequency of travel required. Some weekend working with time off in lieu  |

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| SECTION 7 – POSITION IN ORGANISATION |
| **Peer Positions (list below)** | Team Size (if none put 0) | 0 |
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|  | Reports to (Job Title) | Lead Planner – Service Delivery |
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|  | **PLEASE ENSURE YOU ATTACH CURRENT ORGANISATION CHART** |
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| SECTION 8 - SIGNATORIES |
| Job Holder Signature |  | Manager Signature |  |
| Name |  | Name |  |
| Date |  | Date |  |