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| SECTION 1 – IDENTIFYING INFORMATION |
| Job Title | Customer Supply Chain Manager  | Department | Supply Chain |
| Function | Supply Chain  | Site | Any UK with ability to travel to all Hain Factories and Office sites across the UK. |
| Date | Jan 2025 | Approved by(manager) |  |

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| SECTION 2 – JOB SUMMARY |
| The Customer Supply Chain Manager is responsible for ensuring seamless integration between supply chain operations and customer needs. They oversee the planning, execution, and optimization of processes to ensure timely delivery, high service levels, and alignment with customer expectations while optimizing costsSuccessful candidate must be able to build strong relationships and interface across multiple functions both internally and externally. Consistent and frequent customer contact is critical to success in this role providing customers with accurate information regarding current and future service issues.The long term aim of the role is to build positive relationships with key strategic customers making Hain the supplier of choice  |

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| SECTION 3 – KEY ACCOUNTABILITIES | INDICATIVE TIME SPLIT |
| Customer Relationship Management* Act as the primary point of contact for customers regarding supply chain processes.
* Build and maintain strong relationships with customers to understand their needs and expectations.
* Address and resolve customer issues related to orders, deliveries, and logistics
 | 15% |
| Order Fulfillment* Oversee the end-to-end order management process, ensuring accuracy and timeliness.
* Active day to day management of issues on orders and any queries relating to service level.
* Collaborate with internal teams to manage inventory levels, shipping schedules, and delivery timelines.
* Ensure compliance with customer-specific requirements and service level agreements (SLAs)
 | 10% |
| Supply Chain Coordination:* Work closely with procurement, production, logistics, and warehouse teams to streamline operations.
* Work with the customer and Demand Planning and Commercial to develop collaborative forecasting ensuring future high levels of service
* Monitor the flow of goods to identify bottlenecks and implement process improvements.
* Work with commercial to deliver customer strategy plans and regular review meetings
* Regularly liaise with planning and logistics teams to keep abreast of current situations and drive accountability on service
* Develop expert knowledge of Customer and associated systems and processes, to facilitate administration and information sharing. Keep all systems updated in a timely manner.
* Ensure efficient handling of returns, replacements, and other reverse logistics activities.
 | 45% |
| Performance Management* Track and analyze key performance indicators (KPIs) such as on-time delivery, order accuracy, and customer satisfaction.
* Identify trends, risks, and opportunities to enhance supply chain efficiency.
* Present regular performance reports to management and customers
 | 15% |
| Continuous Improvement:* Lead initiatives to optimize the supply chain process, reduce costs, and improve service levels.
* Implement technologies and tools to enhance visibility and efficiency in supply chain operations.
* Stay updated on industry trends and best practices to ensure competitive advantage.
 | 10% |
| Compliance and Risk Management:* Ensure compliance with regulations related to logistics, transportation, and trade.
* Manage risks associated with supply chain disruptions and propose mitigation strategies
 | 5% |
| SECTION 4 – EDUCATION & EXPERIENCE |
| Education Level | A Levels, preferably Degree level |
| Experience (i.e. Relevant experience, Industry Experience, Management level experience, etc) | Ideally, minimum of 2 years’ experience, preferably within a comparable industry/roleExperience of customer facing role.Experience of sales order processing   |
| Key Capabilities and Characteristics (Interpersonal skills, specific competencies, specific skills, etc.) | Good communication skills, both internally and externally.Multi-tasker with good analytical skills.Project managementWork with pace, results focussed.Ability to deal with customers and manage their expectations.Track record of building customer relationships Strong competency of Excel and PowerPoint software.Demonstrates behaviours in line with the Company’s “ACHIEVE” framework |

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| SECTION 5 – DIMENSIONS & SCOPE |
| Budgetary Responsibility | Indirect management of agreed spend.Positive contribution towards Company’s NSV & EBITDA targets, as well as overall Balanced Scorecard measures |
| Other key dimensions(e.g. sales, products, skus, reports, invoices, etc.) | Updating customer scorecardsPreparation of weekly/monthly reports on customer and overall business performance.Preparation of customer account plans |

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| SECTION 6 – CONDITIONS OF ROLE |
| State any conditions for role | Role will be office based, with some flexibility to work from home on occasion. Some travel may be required to Customers and Hain Sites across the UK.This role may include overnight stays. |
| SECTION 7 – POSITION IN ORGANISATION |
| **Peer Positions** | **PLEASE ENSURE YOU ATTACH CURRENT ORGANISATION CHART** |
| **Reports to**: UK Customer Services Manager |
| **Works alongside and in collaboration with:**Supply Chain Managers, Logistics Managers, Supply Planners, Sales Order Process team, Demand Planners, Commercial |
| **Line management**:N/A |
| SECTION 8 – SIGNATORIES |
| Job Holder Signature |  | Manager Signature |  |
| Name |  | Name |  |
| Date |  | Date |  |