



**Job Title:** Supply Chain Manager

**Salary Range:** £28,705.21 to £31,894.68

**Reports to:** Head of Service

**Location:**

### **Who are we?**

Shaw Trust is a progressive charity on an exciting journey to help five times more people over the next five years. For over 30 years we have supported disabled and disadvantaged people to make positive changes to their lives through training and employment, and our ambitious plans need the right people to help us transform many more lives, in many more ways.

What we do is exciting, fulfilling and diverse and it's about to get even better. As well as employment services, we work with kids in schools, help offenders in prisons, and empower people to take part in activities that many of us would take for granted.

Working with us gives you far more benefits than a standard package; it gives you the chance to help turn someone's life around.

### **What we need?**

To actively manage Shaw Trust's supply chain partners to deliver their contractual requirements of Work Choice, ensuring that outcomes are achieved and sustained throughout our supply chain.

To establish and maintain relationships with community and specialist partners in order that Work Choice clients receive appropriate opportunities for progression and to achieve job outcomes.

To actively support continuous improvement in the existing Supply Chain and its customer base so that we continuously maximise potential for growth and delivery of contractual outcomes.

To actively support the development of our Supply Chain and its customer base so that we can grow our delivery capability within Work Choice and any new opportunities that might be available. This could require building a strong portfolio of supply chain and alliance partners including; social inclusion and cohesion; health and well-being; equality and diversity; joined-up government; sustainable development and child poverty.

**Are you right for the job?**

- Do you have experience of helping turn around the lives of people through training and/or employment?
- Do you thrive in an environment that encourages you to find new ways to help people?
- Do you have a strong track record of achieving targets?
- Do you motivate people, work well in a team and stay focused under pressure?

**PERSON SPECIFICATION**

**Job Title: Supply Chain Manager**

(E = Essential D = Desirable)

| <b>SKILLS AND CORE COMPETENCIES</b>   |
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| <b>Technical competency (qualifications and training)</b>   |
| <b>Experience</b> <ul style="list-style-type: none"><li>• Relevant previous Supply Chain Management experience focused on supporting performance, quality and compliance <b>(E)</b>;</li><li>• Experience of achievement in a target-driven environment<b>(E)</b>;</li><li>• Experience of working with partners to introduce new business processes and ways of working <b>(E)</b>;</li><li>• Previous experience and evidence of recruitment or welfare to work industry <b>(E)</b>;</li><li>• Relevant previous experience in working with clients who face disadvantages in relation to employment, inclusion and independence <b>(E)</b>;</li><li>• Relevant previous experience in working with clients on employment focused programmes <b>(E)</b></li><li>• Knowledge of provider networks across the local area <b>(D)</b></li><li>• Understanding of marketing to develop services and contacts <b>(D)</b></li><li>• Good understanding of the local and national labour market <b>(D)</b></li><li>• First-hand knowledge from spending time on related volunteering <b>(D)</b></li><li>• Experience in designing and delivering formal and informal learning and development solutions that enable performance delivery <b>(D)</b></li></ul> |
| <b>Skills and Attributes</b> <ul style="list-style-type: none"><li>• Ability to cope with a variety of challenging situations in a calm and sensitive manner <b>(E)</b>;</li><li>• Ability to drive performance through focused performance management of suppliers <b>(E)</b>;</li><li>• Strong analytical and data manipulation skills <b>(E)</b>;</li><li>• Flexibility to cope with the varying demands of the role, managing time effectively to achieve the desired results <b>(E)</b>;</li><li>• Ability to problem solve and respond appropriately to a variety of situations;</li><li>• Ability to work flexibly on own initiative and as part of a team <b>(E)</b>;</li><li>• Ability to develop supply chain management and relationship skills <b>(E)</b></li></ul>   |

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| <ul style="list-style-type: none"> <li>• Commercial awareness – developing opportunities for collaborative working and cost effective projects <b>(E)</b>;</li> <li>• Has an understanding of LEAN in the service sector<b>(E)</b>;</li> <li>• Understanding of the wider training and skills market place <b>(E)</b>;</li> </ul>   |
| <p><b>Personal qualities, communicating and relating to others</b></p> <ul style="list-style-type: none"> <li>• Ability to develop strong, sustainable and relevant relationships <b>(E)</b>;</li> <li>• Knowledge and understanding of employment related issues and service user needs for all client groups <b>(E)</b></li> <li>• Ability to inspire suppliers to improve performance by the active sharing of good practice across the supply chain locally and within the region <b>(E)</b>;</li> <li>• Ability to build effective external and internal networks preferably with some level gained within the public sector and/or welfare to work arena <b>(E)</b>;</li> <li>• Strong presentation skills and high degree of personal presence <b>(E)</b></li> <li>• Interested in welfare to work and passionate about making a difference to improve people's situations <b>(E)</b></li> </ul> |
| <p><b>Safeguarding</b></p> <ul style="list-style-type: none"> <li>• Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults <b>(E)</b></li> <li>• This post requires a Criminal Record Disclosure check at a Basic level <b>(E)</b></li> </ul>   |
| <p><b>Other</b></p> <ul style="list-style-type: none"> <li>• Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity <b>(E)</b></li> <li>• Able to travel extensively throughout the UK, with possible overnight stays, working from either a home or office base <b>(E)</b></li> </ul>   |

## **Main Duties and Responsibilities**

### **Duties**

1. To hold individual suppliers to account for their contractual performance, agreeing remedial actions in a timely manner where required and / or sharing good practice across the supply chain. This will require the establishment of regular meetings with each provider and the creating of regular supply chain network events in each CPA
2. To provide the HoS with regular and accurate performance reports on each supplier and to agree with the HoS the appropriate management actions which will range from working with the supplier to increase their capability to deliver results to the provision of sanctions or removal of contracts
3. To use agreed tools and techniques with the supply chain to ensure each supply chain partner delivers as per their contractual obligations, including QA & compliance.

4. To act as the focal point for internal & subcontracting delivery staff queries relating to the Shaw Trust approach to delivering Work Choice.
5. Work with supply chain partners to ensure facilitation of best practice, continuous improvement in contract delivery and integration of the client journey in order to meet the Workchoice required outputs of job outcomes.
6. To work with suppliers to create alliances with employers and other agencies who provide tangible outcomes for Work Choice customers.
7. Develop a local partnership portfolio with charities and voluntary organisations supporting our client group. Build on and develop current relationships with leading welfare to work commercial operators where Shaw Trust is positioned as an expert partner and or supplier deliverer.
8. To develop, maintain and promote the use of a local supply chain directory. This will be produced according to a defined format and will contain information on both national and local tier 3 suppliers.
9. Promote and sell the Shaw Trust in the Community service to relevant parties, leading to further business opportunities.

#### **Other**

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.

5. The Trust has an Equality and Diversity Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment.