

**Job Title:** Supply Chain Manager

**Location:** Birmingham/Leicester (Central)  
Norwich/South East location TBC (Home Counties)

**Salary Range:** £42,723 - £47,723

**Reports to:** Regional Operations Manager

**What we need?**

To actively manage Shaw Trust's supply chain partners to deliver their contractual requirements of Work and Health Programme, 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 and Health Programme participants receive appropriate opportunities for progression and to achieve job outcomes.

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

To actively support the development of our Supply Chain so that we can grow our delivery capability within Work and Health Programme and any new opportunities that might become 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 in managing and supporting a complex supply chain to achieve social and/or employment outcomes for people facing disadvantage in the labour market?
- 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?

## **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 Operations Manager with regular and accurate performance reports on each supplier.
3. Agree with the Operations Manager 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.
4. To use agreed tools and techniques with the supply chain to ensure each supply chain partner delivers as per their contractual obligations, including quality assurance & compliance.
5. To act as the focal point for supply chain delivery staff queries relating to the Shaw Trust approach to delivering Work and Health Programme
6. Work with supply chain partners to ensure facilitation of best practice, continuous improvement in contract delivery and integration of the participant journey in order to meet the Work and Health Programme required outcomes.
7. To work with suppliers to create alliances with employers and other agencies who provide tangible outcomes for Work and Health Programme participants.
8. Develop maintain and promote the Approved Supplier Framework with service providers, charities and voluntary organisations. Ensuring that we maintain a rich and diverse framework of organisation that can provide services to participants on the Work and Health Programme when required.
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.

## PERSON SPECIFICATION

**Job Title: Supply Chain Manager**

(E = Essential D = Desirable)

<b>SKILLS AND CORE COMPETENCIES</b>
<b>Technical competency (qualifications and training)</b>
<b>Experience</b> <ul style="list-style-type: none"><li>• Demonstrable experience of supply chain management focused on supporting the achievement of high levels of performance, quality and compliance <b>(E)</b></li><li>• Experience of implementing corrective measures with contracted suppliers leading to desired improvements.</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 within the recruitment, welfare to work industry or skills sectors <b>(D)</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></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<b>(E)</b>.</li><li>• Ability to work flexibly on own initiative and as part of a team<b>(E)</b>.</li><li>• Commercial awareness – developing opportunities for collaborative working and cost effective projects <b>(E)</b></li></ul>

**Personal qualities, communicating and relating to others**

- Ability to develop strong, sustainable and relevant relationships **(E)**
- Ability to inspire suppliers to improve performance by the active sharing of good practice across the supply chain locally and within the region **(E)**
- Strong presentation skills and high degree of personal presence **(E)**
- Interested in welfare to work and passionate about making a difference to improve people's situations **(E)**

**Safeguarding**

- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults**(E)**
- Role requires a Disclosure and Barring Service check at Basic level. **(E)**

**Other**

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity **(E)**
- Able to travel extensively throughout the UK, with possible overnight stays, working from either a home or office base **(E)**