

## **Role Profile: Client Supply Chain Partner**

**Team/Location:** MLS Supply Chain – Saltash / Hybrid

**Reporting to:** Supply Chain Operations Manager

**Job Level:** 3

### **Purpose...**

Through excellent supplier relationship management and a client centric approach, you will own the successful service delivery of specific client requirements and deliver optimum learning outcomes and value to our clients.

To be an active member of the Managed Learning Service team, role modelling positive behaviours and positively contributing to successful service delivery and continuous improvement activities across the department.

### **You will be...**

Someone who can quickly establish strong working relationships with clients and suppliers in order to understand client needs and to make informed recommendations on which suppliers can most effectively meet those needs, whilst delivering value for money and quality services.

You confidently adapt in the moment, work at a fast-pace and make decisions under pressure. You ensure clients have a great experience and are passionate about spotting opportunities to make things better for you, your team, the department, and our supply chain.

Naturally curious, you are always seeking to learn and grow yourself, and you will tackle any challenge with positivity and a willingness to improve.

### **The role is...**

- To manage the supply chain service for a variety of clients, you will be responsible for liaising with client's contacts to scope learning needs and manage the sourcing and tender process to identify a learning solution that delivers against their needs, and that all associated information is captured accurately.
- Working closely with our Supply Chain Engagement Partners to deliver competitive rates and mutually beneficial terms, ensuring client savings are maximised, whilst respecting the suppliers' needs and adapting to the scale and set up of the supplier organisation.
- To be the main point of contact for our clients, handling their enquiries effectively whilst representing the HF brand positively, taking ownership for your own workload and supporting the broader workload of the team to ensure accurate and timely information is given to clients and suppliers and deliver service excellence.
- Collaborating with Supply Chain Engagement Partners to confidently bring recommendations and innovations from the supply chain to your clients.

- To respond quickly to any concerns or issues that arise with supplier deliveries with confidence, empathy and an eagerness to identify opportunities to improve quality of learning, our client experiences all whilst protecting and maintaining our supplier relationships.
- To manage a variety of initiatives for the team, from running complex tenders and managing the supplier workstream during implementation to completing pricing analysis in support of business development.
- To ensure service levels are met consistently across your client accounts. Additionally, to report service level achievements to the Client Services team to enable effective internal and client reporting.
- To be an active client team member, representing HF in client and supplier meetings, collaborating with Client Services as required and being a trusted client contact for our stakeholders.
- Collaborate with the team to create a client focused environment of empowerment and high performance, including onboarding and inducting new starters, being a point of escalation for your team, forecasting for changes in workload, and maintaining accurate training tools and user guides for your client accounts.
- To enable the positive perception of HF by the strength of your relationships, your client and supplier knowledge and your willingness to always help your colleagues and your customers.

## You will have...

- An exceptional customer approach and excellent business communication skills
- Demonstrable experience of supervising and leading a team to deliver results, including developing and performance managing your team members to build integrity and trust.
- Proven experience delivering successful outcomes to multiple parties, and evidence of working in a professional procurement environment or equivalent.
- The ability to engage positively and effectively with others, including in a business-to-business environment.
- A 'team' mindset, and an eagerness to help your team, your colleagues and your customers.
- A positive approach to customer challenges, change and a large, varied workload, with the ability to problem solve in the moment and work under pressure to meet deadlines.
- A variety of administrative experience, and proven ability to plan and organise effectively including motivating and mobilising a team to deliver results.
- A logical and analytical approach, high levels of attention to detail and care for the accuracy of your work with the ability to interpret and analyse data.
- Understanding of the impact of your work on the commercial performance of our client accounts.
- Competency with MS Office, including Microsoft Excel.
- Good standard of verbal and written English and Mathematics (minimum GCSE to 'C' and above or equivalent).

## Success in the role is...

- Excellent 360 feedback from our clients, your team, our suppliers and the HF Sales team.
- Delivery against SLAs/KPIs and deadlines, internally and for your clients.
- Accuracy of data, enabling high quality service delivery and management information.
- Demonstration of a good understanding of the full range of HF products and services.
- Demonstration of positive behaviour and approach.
- Demonstration of Hemsley Fraser Values.

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### Role specific KPIs

This section is a supplement to the job Role Profile and is intended to set out the performance expectations of the role. Post holders will be responsible for always achieving role specific Key Performance Indicators (KPIs).

Achievement of KPIs on a continuous basis will form part of ongoing performance conversations and will be measured weekly, monthly or quarterly as appropriate. They will also be reviewed formally at quarterly intervals as part of the Performance Enablement process.

KPI	KPI Category (e.g., Customer/ Financial/Internal/ Quality)	Link to Strategy	Expectation/Measure	Measurement Frequency (Weekly/Monthly/ Quarterly)	Exceptions
All Client preferred suppliers have rate cards in place and in Focal Point with correct RRP & discounted rates to enable accurate client reporting on savings and reducing the reconciliation issues	Customer	Stabilise	<ul style="list-style-type: none"> <li>95% of your client PSL to have this in place</li> <li>Quarterly Client packs to demonstrate full savings delivered by HF</li> </ul>	Monthly	<ul style="list-style-type: none"> <li>Where the process is in flight, and we are awaiting responses from suppliers</li> </ul>
Adherence to client SLA's	Financial/Internal/ Quality	Stabilise	<ul style="list-style-type: none"> <li>96% of your Client Supply Chain enquiries to have a meaningful response within 2 working days</li> <li>Manual checks for now - going forward this needs to be measured and reported on from Focal Point</li> </ul>	Monthly	<ul style="list-style-type: none"> <li>Where volume of work is over 15% higher than expected volumes.</li> </ul>
All team members to have continuous ongoing performance conversations to include performance against KPIs, Objectives and HF Values and a wellbeing check-in with sign posting to any further resources such as EAP, People Team or Mental Health First Aider Community	Internal/Quality	Stabilise/ Diversify for growth	<ul style="list-style-type: none"> <li>All of own teams to have clear KPIs and objectives, with objectives agreed and set out in the HR system each quarter</li> <li>All team members to have regular (at least monthly) one-to-ones (121s) with their manager which include conversations about KPIs,</li> </ul>	Monthly	<ul style="list-style-type: none"> <li>Team member absences</li> </ul>

			<p>Objectives, HF Values and Wellbeing and relevant sign posting as required</p> <ul style="list-style-type: none"> <li>• Monthly 121s to be documented, stored confidentially, and shared with the team member each month</li> <li>• 100% of absences logged in the HR system within 24 hours of start of absence, and return to work interviews conducted within 24 hours of return date on all occasions of absence including an update to the absence record</li> <li>• PDPs &amp; PIPs in place where required</li> </ul>		
All HF or Client preferred suppliers have all insurances and documentation in place and up to date in Focal Point	Customer	Stabilise	<ul style="list-style-type: none"> <li>• 95% of your client PSL to have this in place</li> <li>• Reporting from Focal Point</li> </ul>	Monthly	<ul style="list-style-type: none"> <li>• Where the process is in flight, and we are awaiting responses from suppliers</li> </ul>
Increase HF revenue from MLS clients by 2%	Financial/Internal	Diversify revenue for growth	<ul style="list-style-type: none"> <li>• Supply Chain team to assist in achieving this department KPI by presenting HF solutions where there is a comparable product to clients as part of a Supply Chain enquiry</li> <li>• Financial reporting will be used to measure</li> </ul>	Quarterly	<ul style="list-style-type: none"> <li>• Done deals or where Supply Chain enquiries are not for core HF content</li> </ul>