

Role Profile: Supply Chain Lead

Team/Location: Managed Learning Services Supply Chain –
Saltash/Hybrid

Reporting to: Client Supply Chain Partner

Job Level: Level 4

Purpose...

Through excellent supplier relationship management and a client centric approach, you will manage a variety of sourcing activities to deliver optimum learning outcomes to our clients that deliver value, quality, innovation and performance.

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...

Driven to do a great job, and at your best when managing different priorities and client needs. You will be focussed on balancing the needs of the supplier, customer and Hemsley Fraser through all that you do.

Someone who takes pride in what you do, who people want to work with and are able to focus on establishing rapport quickly with many people while nurturing relationships to achieve long-term, mutually beneficial outcomes.

Confident at leading a client through complex activities, offering advice and support that delivers results and exceeds expectations.

A genuine problem solver, able to easily resolve day to day challenges with the goal of continuous improvement.

The role is...

- Supporting the Supply Chain service for a variety of clients, you will be responsible for liaising with client 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.
- Handling client 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 delivers service excellence.
- 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 respond quickly to any concerns or issues that arise with supplier deliveries with confidence, empathy and an eagerness to identify opportunities in order to improve quality of learning, and client experiences, whilst protecting and maintaining our supplier relationships.

- To be an active client team member, representing HF in supplier meetings, supporting in client meetings, collaborating with Client Services as required, and being a trusted client contact for our stakeholders.
- 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 clients.

You will have...

- The ability to establish strong supplier relationships that create loyalty and drive value for your customer.
- Proven experience in developing a range of mutually beneficial relationships, generating savings for our clients, repeat business for our suppliers and positive outcomes for Hemsley Fraser.
- Experience of agreeing standard contracts with suppliers or equivalent.
- Experience of rapidly identifying and responding to issues, with evidence of your ability to find solutions that deliver enhancements to all we do.
- Demonstrable negotiation skills, able to adapt and identify innovative opportunities to add value.
- Proven autonomy and a proactive approach to managing your own workload.
- Assertiveness and confidence to constructively challenge both clients and suppliers.
- Good standard of verbal and written English (minimum GCSE to 'C' and above or equivalent).
- Competent with MS Office, including Microsoft Excel.
- Level 2 Certificate in Procurement and Supply Operations (or be willing to complete), or equivalent qualification or experience.

Success in the role is...

- Excellent 360 feedback from your clients, your suppliers, your team and the learner.
- Accuracy of reporting and tracking.
- Timely and effective management of your enquiries.
- Effective negotiations that deliver savings targets.
- Positive behaviour and approach.
- Demonstration of Hemsley Fraser Values.

Role Profile: Supply Chain Lead

Team/Location: Managed Learning Services Supply Chain – Saltash/Hybrid

Reporting to: Client Supply Chain Partner

Job Level: Level 4

Role specific KPIs

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 achieving role specific Key Performance Indicators (KPIs) at all times.

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 HF or 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"> 95% of your Client PSL to have this in place Reporting from Focal Point 	Monthly	<ul style="list-style-type: none"> Where the process is in flight and we are awaiting responses from suppliers
Adherence to client SLA's	Financial/Internal/ Quality	Stabilise	<ul style="list-style-type: none"> 96% of your Client Supply Chain enquiries to have a meaningful response within 2 working days Manual checks for now - going forward this needs to be measured and reported on from Focal Point 	Monthly	<ul style="list-style-type: none"> Where volume of work is over 15% higher than expected volumes.
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"> 95% of your Client PSL to have this in place Reporting from Focal Point 	Monthly	<ul style="list-style-type: none"> Where the process is in flight and we are awaiting responses from suppliers

Increase HF revenue from MLS clients by 2%	Financial/Internal	Diversify revenue for growth	<ul style="list-style-type: none"> 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 Financial reporting will be used to measure 	Quarterly	<ul style="list-style-type: none"> Done deals or where Supply Chain enquiries are not for core HF content
--	--------------------	------------------------------	---	-----------	--