

Role Profile: Supply Chain Engagement Partner

Team: MLS Supply Chain – Saltash / Hybrid

Reporting to: Supply Chain Operations Manager

Job Level: Level 3

Purpose...

Through exceptional supplier relationship building and effective and collaborative negotiation skills, you will engage best in class suppliers to deliver our clients' learning and business strategies.

You will be...

Someone who has a passion for learning, a curiosity for what's new in the world of learning, and the tenacity to go and find true innovation in learning and development.

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

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

Someone who enjoys identifying and resolving problems, taking responsibility to see through to successful resolution.

The role is...

- To engage and develop a supply chain that delivers in line with the vision for HF and our clients.
- To consult effectively with your colleagues and clients and taking learning needs to the market to source creative, innovative and best in class suppliers.
- To develop your own expertise and point of view as a subject matter expert in specific categories of learning.
- To be responsible for effective knowledge sharing across the MLS Department.
- To engage and consult with clients so that our supply chain delights our clients each time, every time and to ensure that they add value to our clients and suppliers at each stage of the process.
- To build meaningful and trusted relationships (internally and externally) that deliver value for our clients and HF.

You will have...

- Demonstrable passion for learning and a growth mindset, evidencing where you have developed others and yourself
- A willingness and ability to challenge and negotiate for mutually beneficial outcomes
- Proven ability to consult effectively to deliver impactful solutions
- The ability to deliver beyond what our clients say they want, truly understanding their need and delivering what they didn't know they needed.

Success in the role is...

- High client NPS scores
- Client SLAs met and exceeded
- Excellent customer feedback for all engagements
- Be able to evidence an increase in team knowledge and expertise as a result of your knowledge sharing activities
- Identifying suitable partners to compliment HF's portfolio of learning capability
- Manage HF as a leading provider in its own right
- A supply chain that delivers for our clients and HF, now and for the future.

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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 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 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 HF preferred suppliers to have this in place Quarterly client packs to demonstrate full savings delivered by HF 	Quarterly	<ul style="list-style-type: none"> Where the process is in flight, and we are awaiting responses from suppliers
Engage HF Preferred Suppliers in re-occurring sessions to monitor KPI's, strengthen Supply chain and build relationships	Quality	Stabilise	<ul style="list-style-type: none"> 75% of HF Preferred suppliers to have this in place Scorecards to reflect KPI's and meetings 	Monthly	<ul style="list-style-type: none"> Where the process is in flight, and we are awaiting responses from suppliers
All HF 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 HF preferred suppliers to have this in place Reporting from Focal Point Client feedback supports that the tools used add value 	Quarterly	<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
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