

Head of Supply Chain

Reports into:	Supply Chain Director
Team:	Supply Chain

Job purpose:

To play a pivotal role in defining and executing the Supply Strategy, whilst support business as usual activities within the day-to-day operations. Create the conditions to innovate, define, and govern our key strategic initiatives, empowering our teams to grow and be part of the development of our Supply Chain.

We're looking for a bright, analytical, and ambitious individual to build their career with us. This role is well suited to a structured thinker who can deliver across a wide-ranging brief, sometimes to tight deadlines. It will be varied and no two days the same.

This is a fantastic opportunity to work in a hands-on, commercially focused role with real autonomy and responsibility in a growing business area.

Key accountabilities:

- Develop and encourage an environment which encourages innovation and exploratory thinking, which moves seamlessly into a defined project roadmap and governance
- Ensuring that robust strategic and project governance exists across all parts of the Supply Chain team. Creating an environment that executes at pace whilst communicating effectively with all stakeholders, and maintaining all governance documentation
- For assigned strategic, cross functional projects:
 - Scoping and designing the change required in detail, across both operational, cross functional areas of the business, and IT processes / systems.
 - Ensuring key stakeholders are kept up to date and are aware of their accountabilities and timelines.
 - Planning and supporting implementation of "Go Live" or Launch, including working with IT, relevant business functions, through to test and BAU.
 - Measuring the impacts of delivered projects and ensuring objectives are met and a continuous learning culture is encouraged.
- Responsible for the relationship with the IT and Dev Teams. Ensuring our requirements and timelines are clear across all Supply Chain projects and align to the IT roadmap. Escalating when required to encourage cross functional review of business wide priorities
- With responsibility for the Supply Chain & Retail Inventory teams ensure that robust processes are in place and documented, encouraging an environment where people are confident in challenging both internally and with our partners to either improve process, or increase levels of understanding
- Key stakeholder in the roll out of RFID technology across the whole business. Work stream lead accountable for the roll out, reporting, and definition of business working

practices. Strategic role supporting our understanding of what RFID could be for Mountain Warehouse in the future

- Support the continued S&OP journey within the Supply Chain function, and across the wider business

Responsibilities and tasks:

Strategic Direction and Change Programme:

- Working closely with the Supply Chain team, ensure a clear Change Programme and Roadmap is in place, used, and monitored to maintain alignment with the business strategy
- Support when required, or where complexity exists to appropriately size and scope projects
- Support and encourage building relationships across 3PL and MW Development teams to ensure effective communication and understanding between the teams
- Challenge our internal teams to ensure our partners roadmaps, either operational or IT, align to our roadmaps
- Ensuring that risks and concerns across all projects are considered, raised, acted upon, or escalated when required
- Using actionable and analytical insights to test new ideas and present to all levels of seniority.
- Supporting Supply Chain team members to build their project design and delivery skills.

People & Leadership:

- Work with the Supply Chain senior team to create a highly engaged, highly effective team. Embracing the key role we play in developing others and the team to achieve both the Supply Chain and individual goals
- Ensuring that the team have clear objectives and performance reviews (Mid-Year and Year-End) supported by clear feedback processes. Using additional tools where required to raise capability and levels of understanding
- Updating job descriptions as required to reflect roles as our business and capability increases
- Ensuring that the Team's processes are robust and clearly documented
- Create an environment where all members of the team are heard and are empowered to contribute
- Focus on developing the Supply Chain relationships with other Mountain Warehouse functions, and our external partner
- Lead and inspire the teams that report into this role to ensure understanding and outputs are measurable

- Work to clearly understand recruitment and team requirements. Understanding the mix of capability and personality, and the value that both bring

Self:

- Own and lead key strategic complex projects that sit across multiple business functions and our external partners
- Challenge and validate our partners thinking through the use of shared data. Adopting the role of gatekeeper, seek to drive a culture where decisions are made when supported by deeply understood, and documented, data sets
- Be comfortable pushing the boundaries and challenging the perceived status quo

We'd love to meet someone with

- 2-4 years' professional experience in project delivery and/or analytics. A background in consultancy would be well suited to this role.
- Very strong data analysis skills with advanced knowledge of MS Excel (and/or SQL)
- Outstanding written and verbal communication skills
- Outstanding problem solving capabilities, particularly contexts with loosely defined structure or scope
- A demonstrated ability to work across different functions and teams, delivering strong results through influence
- The ability to effectively prioritise and multi-task while working autonomously
- Additional experience in Supply Chain would be beneficial

What's in it for you?

- Competitive salary and benefits package
- Holiday allowance
- 50% staff discount & 25% for family and friends
- Pension scheme