



Job Description

Job Title:	Regional Supply Chain Operations Manager 2 (WARO)
Job Location:	Nigeria
Contract type:	Fixed Term Contract (1 year)
Reports to:	PSC Controller
Department:	Operations, Finance & Performance (OP&F)
Direct Reports:	Nil

Nigeria Based – with regular travel to focused WARO Country Offices and extended periods located in Abuja, within the NCO.

Reports to Controller PSC within the Programme Supply Chain (PSC) Team

The Regional Supply Chain Operations Manager (RSCOM) element of the Programme Supply Chain (PSC) team is responsible for developing and delivering a support mechanism to programme teams and Country Offices (COs), in the areas of supply chain (SC) management (SCM) and GDP compliance. The RSCOM 2 WARO role is field based, alongside other Regional Roles, providing a robust and responsive individual to deliver routine and reactive support to the Nigeria, S-L, Ghana and Liberia COs in planning, procurement, and logistics, in the application of the PSC, QMS and GDP standards. The output is developing the capacity and supporting COs in the procurement and supply chain activity required to resource Sightsavers' programmes, ensuring the management of risk to Sightsavers' reputation.

1. Principal Accountabilities:

- Understand the Sightsavers operating models and associated PSC requirements, risk focused on engendering planning, GDP standards and best practice across the WARO COs
- Work with the Controller PSC and the other RSCOMs to develop and deliver an effective model for support to their focused WARO COs and programme teams in planning, procurement, and supply chain management
- Support WARO COs in application of the PSC system and QMS, the understanding of UK regulations for Wholesale Dealers of Medicinal Product (WDA (H) licence), the guidelines on Good Distribution Practices (GDP) and country specific, National regulations and authorizations
- Develop enhancements and solutions to programme supply chain management at CO and field level, providing expert level advice to Regional Directors, Country Directors, Programme Directors, or Senior Programme Managers, to resolve supply chain issues including partner engagement, custom and import challenges, and supplier management
- Develop a risk based, implementation training plan and priority visit/engagement schedule to reflect RD priorities and CO SC risk profiles

- Work with the Controller PSC to develop an integrated standard methodology and associated set of tools to carry out capacity building of focused WARO Country Offices or programme partners in supply chain management
- Provide close and robust support to WARO COs, visit countries frequently to enhance performance and compliance, support, and build capacity of teams and partners.
- Work with central teams (Program, Finance, Technical Leads, Governance...) to ensure COs supply chain needs are compliant with organisational procedures, processes as well as program demands
- Provide technical advice to senior programme/regional and country leadership in SCM, focusing on complex supply chain issues, becoming a key member of the support architecture for senior programme stakeholders
- Fully engage with, understand, and promote the PSC system and QMS
- Develop a collaborative PSC QA driven output, delivering best practice, vfm and GDP as standard, drawing on central PSC and QA support
- Assist COs with supplier sourcing analysis, qualification, and management
- Assist COs with import permit and custom clearance requirements
- Assist COs with managing databases and spreadsheets as appropriate for the control of supplier documentation and supplier licencing, including supplier visits
- Audit external suppliers as part of due diligence across all product categories of the PSC QMS
- Assist operational quality assurance investigations led by SCMs
- Assist in supplier documentation to ensure supplier qualification meets regulatory and Sightsaver requirements prior to submission to the QAM/RP
- Support any in-country DD of Partners as part of central minimum partner criteria (MPC) and DD activity
- Drive the process of continuous improvement

2. Principal Outputs:

The Regional Supply Chain Operations Manager 2 (WARO) will:

- Lead the capacity building implementation of focused WARO COs developing a workplan for review and approval by Controller PSC
- Provide the key point of contact for WARO CO staff to assist with the application of the QMS, supplier qualification, SC planning, and leading on day-to-day support and periodic reviews. Provide general advice and the conduit for developing the wider PSC team understanding of CO challenges and requirements
- Be available for COs concerning any matters related to the SC, aspects of GDP, supplier qualification and advice regarding audit and compliance
- Advise SCMs regarding use of local suppliers, storage sites and/or transport routes, etc
- Liaise with internal and external stakeholders as required

- In addition to any extra delegated duties by Controller PSC, responsibilities of the Regional Supply Chain Operations Manager include:
 1. Assisting the QAM in maintaining the controlled documents regarding 3rd Country supplier qualification, including review and updates of local suppliers
 2. Providing general support to WARO CO staff on matters related to the PSC and the regulatory requirements for compliance with GDP and influence its acceptance and implementation
 3. Assisting in Route Risk Assessment (RRA) of distribution routes of medicinal product procured by Sightsavers and draw on experience and knowledge to advise accordingly
 4. Monitoring of SC activities for data analysis, particularly for compliance with GDP, country profiling focused on import permits and custom clearance, and planning yardsticks
 5. Leading or supporting on investigations into the root cause of issues related to GDP activities, such as temperature excursions
 6. Assist the QAM in the maintenance of the Training Matrix for the QMS, including training needs and completion checks
 7. Supporting roll-out of the PSC/QMS Induction and Training Programme, including content and materials for self-taught modules via the organisational eLearning GoMo system
 8. Facilitating reviews and meetings with internal and external stakeholders, on minimum of a quarterly basis, updating CO / PSC planning
 9. Preparing monthly Field Support reports, carrying out periodic self-inspections and providing performance reports that include observations, atmospheric and recommendations

3. Knowledge, Skills and Experience

The essential knowledge, skills and behaviours required to perform the role are:

- Supply Chain or Logistics professional qualification
- Experience in implementing/overseeing complex large-scale supply chains for NGO funded programme or equivalent
- Experience of WA regional and pan-African programmes
- Culturally sensitive and empathetic, in achieving clear objectives
- Extensive travel between multi-sites is essential

- A minimum of 5 years' experience in a similar supply chain management involving pharmaceuticals, medical equipment, and stores in the international development sector
- Ability to establish effective working relationships with personnel at all levels, internally and with external contractors and suppliers.
- Experience of working directly with third party contractors and supplier management is critical
- Strong organisational and well-developed planning skills with ability to meet deadlines
- Excellent verbal and written communication skills in English and French with strong IT skills are essential
- Able to travel and operate alone, interpret Controller PSC's intent, and develop plans with departments to achieve overarching aims and objectives
- Pragmatic and intelligent application of judgement to apply standards and manage risk in exceptional situations
- Driven with a high level of emotional resilience

Skills & abilities (Special Training or Competence):

- Understanding of global supply chains, wholesale distribution of pharmaceuticals and freight forwarders
- Experience of the NGO and international development environment
- Ability to work across functional pillars, identify risk and deliver pragmatic advice
- Ability to drive improvement and promote Sightsavers' approach to NGO GDP both internally and externally of the organisation
- Able to conduct training needs analysis, plan bespoke training packages and implement delivery
- Strong leadership and ability to manage stakeholders
- High level of integrity both personal and professional
- Seek continuous personal improvement in performance.
- Experienced in engendering a culture of collaborative working, sharing knowledge, expertise, and skills across teams
- Strong organisational skills, able to liaise with geographically dispersed groups, both internally and externally
- Ability to travel up to 40% of the work time as needed to support programme implementation
- Fluency in English is essential to help support country offices deliver a UK Charity driven effect

Core Behaviours:

- Planning, Organising & Training
- Negotiating & influence
- Change & Process Improvement

- Delivery & Implementation
- Communication & guidance
- Team Working
- Emotional Resilience

Date as of: September 2024

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