

JOB SUMMARY AND PERSON SPECIFICATION

Job Title: Senior Supply, Stock & Operations Manager
Reports to: Head of Community, Events & Trading
Based at: Remote, with occasional travel

Job Purpose	Manage the Help for Heroes Trading stock and supply operation, maximising the financial income and benefit to the charity by the delivery of the agreed strategy and business plan.
Accountabilities	<ul style="list-style-type: none"> • Support the maximising of funding from Trading primarily through Trading profit and public donations through the retail business • Implement and adapt the agreed strategy and business plan across stock, supply, contracts and operations • Manage the supply chain and operations for the Trading business to maximise sales and profit • Support charity fundraising by managing merchandise ranges and logistics • Lead, develop and motivate a strong team that is empowered to operate and is totally aligned with the H4H charity 'One Team' values & ethos • Provision of data, reporting mechanisms and insight to aid effective decision making across the department • Setting KPIs and managing performance of the operation • IT system accuracy and maintenance of data integrity by team • Establish clear reporting frameworks and regularly report performance and risks to Head of Community, Events & Trading, Commercial Director and Trading Board
Main Responsibilities	<ul style="list-style-type: none"> • Working closely with the Head of Community, Events & Trading, Commercial Director and Trading Board to implement the business plan • Prepare comprehensive budgets and operating plans which deliver the agreed strategy • Continually review progress against budget, potentialising opportunities, mitigating risk • Prepare Management Accounts narrative monthly • Lead the Trading Assistant, ensuring all Line Management responsibilities are undertaken with correct processes in place • Implement and monitor plans and processes to maximise timely inventory efficiency and stock availability across Trading and Charity Fundraising Merchandise ranges



	<ul style="list-style-type: none"> • Maintain strong relationships with suppliers to maximise efficiencies through the supply chain • Work with the Buyer to analyse trading patterns and product performance and recommend appropriate and timely action, including sales and promotional activity • Act as the primary subject matter expert for Trading operational systems and ensure team wide understanding of, and adherence to, the need for data integrity, consistency and accuracy • Relationship owner of our Distribution and Fulfilment (D&F) partner • Manage D&F for Trading and Charity operations. Maximise profits by close management of the operations and the costs • Manage the customer service operation for the Trading business • Set and monitor operational KPI's • Develop and nurture a strong collaborative relationship within the Commercial Directorate and the wider organisation • Act as an ambassador and role model for the business • Manage the ordering and invoice sign off process for department.
Essential Qualifications	<ul style="list-style-type: none"> • Educated to graduate level or equivalent qualification(s) in a related field/relevant experience
Essential Knowledge, Skills & Experience	<ul style="list-style-type: none"> • At least 5 years' experience of managing in an online B2C environment • Commercially astute and customer centric • Extensive experience of budgeting, forecasting, modelling, tracking performance and taking corrective action • Experience with computer-based stock management systems • Advanced Excel proficiency and confident user of Microsoft Office packages • Ability to summarise complex financial information in a clear, succinct format • Numerate with strong analytical and decision-making skills • Evidence of building strong commercial relationships with external suppliers • Experience of presenting information and proposals to both peers and senior executives • Enjoys working with others and can communicate effectively at all levels • Performs under pressure and thrives on working in a fast-paced environment, demonstrating sound judgement • A good problem solver who takes a dynamic and proactive approach to finding effective solutions

<p>Desirable Knowledge, Skills & Experience</p>	<ul style="list-style-type: none"> • Experience of operating in the third sector • Experience of the retail and ecommerce sector
<p>Key Competencies & Behaviours</p>	<ul style="list-style-type: none"> • Ability to build rapport quickly and to understand needs and expectations • Positive, confident, empathetic, patient, polite and friendly manner • Ability to remain calm under pressure • Displays the highest levels of integrity, confidentiality, and commitment • Respond quickly to changing demands and demonstrate strong skills in prioritisation and time management • Work within a range of environments and working cultures, adapting personal style accordingly • Lead and drive work forward with minimal direction • Analyse information quickly and communicate in a concise and articulate manner • Well organised with the ability to prioritise • Attention to detail in all aspects of work • Demonstrates an ability to work as part of a team and be a flexible team player • Demonstrates self-motivation and is flexible ref hours of work and travel, when required <p>Model our Values. We are:</p> <p>Innovative-Collaborative-Authentic-Resourceful-Energetic</p>

I have read and understood the Job Description:

PRINT NAME:

SIGNED:

DATE: