

Supply Chain Lead

Job Description and Person Specification

Reporting to: Head of Operations

Location of work: Home-based, with occasional trips to our London office required, and occasional early morning school visits. The role may involve some irregular travel throughout England and Scotland.

Contract type and hours: Full-time, year round, 35 hours per week, although part time / flexible hours may be considered. The role may require occasional evening and weekend work. You may be required to be part of a rota and cover time when the organisation is closed for holiday periods, planned and agreed in advance with your manager. Time worked will be taken back using flexitime, in an agreed period, ideally within the following week.

Contract Length: Permanent

Salary: Band C (starting salary from £37,500, with any appointment through a restructure being matched to existing salary)

BACKGROUND

For more than 20 years, we've worked alongside schools and communities across England and Scotland, listening to children and young people and campaigning with decision makers to ensure their voices are heard. We're working to create the conditions every pupil needs to start the day feeling nourished, valued, and empowered to reach for their dreams.

Every child and young person should arrive at school hungry to learn, not distracted by a rumbling tummy. Yet 2.2 million children across the UK are at risk of going hungry in the morning. That's five pupils in every class of 30. Breakfast is about so much more than food; it's about giving children and young people the energy, focus, and confidence to learn, thrive, and dream big. Working with schools in disadvantaged communities across England and Scotland, Magic Breakfast is a charity that helps every child and young person reach for the dreams, one breakfast at a time.

Our mission is simple: to champion and provide nourishing breakfasts, ensuring every child and young person has the best possible start to their day. But we know we cannot do this alone. Ending hunger takes all of us; schools, communities, families, policymakers, supporters, and partners, coming together to make sure every pupil has what they need to thrive.

By joining Magic Breakfast, you will become part of a passionate, ambitious organisation driving lasting change for children and young people across the UK.

JOB PURPOSE

The Supply Chain Lead plays a central role in ensuring Magic Breakfast delivers a reliable, effective and resilient food service to schools across its network. With end-to-end responsibility for day-to-day supply chain operations, the role oversees the flow of food from suppliers through distribution partners and onwards to schools, ensuring high standards of service, performance and operational delivery. Supported by a Supply Chain Analyst, the role leads on supplier and distributor management, food ordering, stock oversight and operational issue resolution, providing the coordination and oversight that keeps the supply chain running smoothly. The Supply Chain Lead also works closely with the Operations Development Lead to help identify opportunities for future improvements, supporting the evolution of the supply chain through initiatives such as technology, automation, sustainability and service development.

KEY RESPONSIBILITIES

Logistics & Distribution Ownership

- Responsible for the day-to-day execution of the distribution model.
- Manage activities throughout the order fulfilment and transportation cycle to ensure established deadlines are met and school requirements are fulfilled.
- Leading account meetings with distribution partners.

Supplier & Contract Management

- Lead the day-to-day operational relationships with both food suppliers and our logistics distributor.
- Actively participate in account meetings with suppliers, including the monitoring and reporting of performance.
- Develop corrective action plans for delivery or quality issues. (overarching logistics/distributor contract management is held by the Head of Operations. Management of corporate partners is held by the fundraising team).

Inventory & School Orders

- Manage the complete daily lifecycle of physical stock, balancing incoming supplier orders with warehouse inventory levels and outbound allocations to schools.
- Support provided by the Operational Data Executive.

Operational Boundary Management

- Collaborate closely with the Business Development and Corporate Partnerships teams to establish clear operational boundaries and ways of working.
- Ensuring a seamless interface between corporate supplier needs and day-to-day supply chain execution.
- Ensure partnership contracts are managed appropriately across teams.

Delivery Tracking & Issue Resolution

- Have overall responsibility for deliveries and ensure these go to plan.
- Support the Supply Chain Analyst to track product shipments to schools, and help them to be the primary point of escalation for resolving daily distribution issues and stock shortages.

Escalation SOP Ownership

- Own and optimise the Standard Operating Procedures for school support escalations, actively monitoring response times and the communication flow between Support Coordinators, the Supply Chain Officer, and MWW to prevent bottlenecks or feedback loops

School Communications Coordination

- Liaise directly with the Support/Customer Service team to coordinate operational feedback, ensuring schools receive accurate, timely communications regarding delivery updates, menu shifts, or stock changes.

Team Leadership

- Line manage the Supply Chain Analyst to ensure their effectiveness in supporting the efficient delivery of the department function.

PERSON SPECIFICATION

Knowledge and Experience

- Previous experience in an end-to-end supply chain, distribution, or logistics role.
- Experience and excellent working knowledge of using MS Business Central or similar platforms.
- Experience in successfully achieving and delivering against operational KPIs.
- Experience working with stock, forecasting, ordering, warehousing and distribution processes in a fast-moving operational environment.
- Experience identifying and managing operational risks, including stock shortages, supplier disruption, delivery failures or service continuity issues.
- Experience using data and reporting to monitor performance, spot trends, and inform operational decisions.
- Experience working with suppliers or logistics partners to resolve service issues and improve ways of working.
- Understanding of food supply chains, including the importance of quality, availability, cost control and compliance.
- Experience working across teams to coordinate operational activity and ensure customers or service users receive clear, timely updates.
- Experience managing or supporting others, including setting priorities, reviewing performance and developing effective working practices.

Skills and Abilities

- Outstanding time management and organisational skills, with the ability to plan and prioritise multiple tasks simultaneously, managing a varied workload and working under pressure to deadlines.
- Excellent written and verbal communication skills, with the ability to translate complex logistical issues into clear operational updates for other departments.
- Strong problem-solving skills, with the ability to respond calmly and pragmatically when issues arise.
- Confident using data, spreadsheets and operational systems to track stock, orders, deliveries and performance, working with the Operational Data Executive.
- Good commercial awareness, including the ability to understand cost, value, supplier performance and service impact.
- Strong attention to detail, particularly when managing orders, stock levels, timelines and supplier information.
- Ability to build effective working relationships with internal teams, suppliers and delivery partners.
- Ability to balance day-to-day delivery with continuous improvement, spotting where processes can be made clearer or more efficient.
- Clear judgement and escalation skills, knowing when to resolve issues directly and when to involve senior colleagues.
- Comfortable working in a changing environment where priorities may shift quickly.

Other

- Passion and commitment to Magic Breakfast's aim of alleviating morning hunger as a barrier to learning for children in the UK.
- Share Magic Breakfast's commitment to Diversity, Equality and Inclusion within the workplace.