# Job Description

## Job Title: Supply Chain Planning Specialist

## Directorate: Operations

## Reports To: Head of Service Planning and Performance

## Matrix Reporting To: None

## Disclosure Check Level: None

## Date created/last reviewed: 23/07/2024

## Overall Role Purpose

The Supply Chain Planning Specialist helps people with sight loss to live the life they choose by using their technical, analytical and communication skills to create production plans at a regional and national level for all our services. The creation of these plans will ensure that we have the correct number of resources (staff, volunteers, dogs, and properties) in place to deliver our strategic goals, as well as ensuring that we best utilise these resources moving forward.

## Key Responsibilities

* Working with operational managers create and maintain our production schedules across all our services.
* Create and maintain our capacity planning tools for full utilisation of all resource input across a multi-skilled / multi-site workforce.
* Collaborate closely with dog supply, property, staffing and volunteering across the supply chain for optimal production and supply schedules.
* Conduct regular demand planning meetings to review forecasts, identify risks and opportunities, and adjust plans accordingly.
* Collaborate with national supply chain teams to align supply plans with demand forecasts.
* Continuously improve regional planning processes and tools, leveraging technology and data analytics to enhance accuracy and efficiency.
* Proactively identify and communicate potential supply-demand imbalances or constraints, collaborating with cross-functional teams to address and resolve issues.
* Support operational department heads to optimise and sequence output in line with targeted goals.
* Build relationships across operations, and the wider organisation, to understand the operational contexts and to provide insights for effective decision making for our strategic plan.
* Support the testing of simulation models to select the most appropriate ones for use on a project.
* Maintain clear and coherent communication, both verbal and written, to create clear reports that tell compelling stories about how clients, volunteers, dogs, and staff flow within the organisation.
* Follow and embed new systems, processes, and opportunities to improve the flow of data and modelling relating to our supply chain and planning.
* Guide Dogs is a learning organisation, and we are committed to fostering a positive climate for continuous learning. We expect all our people to demonstrate commitment and actively participate in continuous professional development (CPD).

## Breadth/Scope of Accountability

### People Accountability

Number of Direct Reports: none

Number of Indirect Reports: none

Number of Volunteers Supervised: none

### Financial Accountability

Annual Income Accountability: none

Assets Managed: none

Budget Accountability: none

# Application of this Job Profile

All employees are required to carry out other such duties as may reasonably be required to fulfil their role and support functional and organisational objectives.

All employees must also:

* Comply with all organisational policies
* Promote the vision and values of the organisation
* Engage in continuous personal development

This job profile is accurate as at the date shown above. It does not form part of contractual terms and may be varied to reflect or anticipate changes to the role.

# Working at Guide Dogs

As well as other services to enhance the lives of people who are blind and partially sighted, we breed and train guide dogs and companion dogs. Staff and volunteers in all our locations support this work. Therefore, all employees must be comfortable working in environments where dogs may be present.

Guide Dogs is a volunteer-involving organisation and as such all staff are required to support volunteers in their roles. This may or may not mean the direct supervision of volunteers but will require all staff to play a supporting role. From time to time you may be asked to support / volunteer your time at Guide Dogs events that take place outside of normal working hours. All employees will be expected to advocate for Guide Dogs at all times and be a fundraiser.

Guide Dogs is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults with whom we work. We expect all of our employees and volunteers to demonstrate this commitment.

Guide Dogs will require proof of identity and the right to work in the UK.

# Person Specification

## Education/Qualifications

#### Essential

* A minimum of level 3 Supply Chain and Operations or equivalent relevant experience in planning and operational delivery.

#### Desirable

* A degree or relevant experience in supply chain, business management, operations or a related field.

## Job-Related Experience

#### Essential

* Experience in operational delivery, supply chain, demand planning or inventory management.
* Proven/demonstrable experience in planning and analysis, understanding business operations and customer needs.
* Proven/demonstrable experience in taking complex / variable data and creating a clear and concise plan.
* Experience in working in a distributed and highly variable supply chain model.
* Proven experience generating, analysing, and presenting clear and comprehensive inventory reports. Demonstrated ability to communicate complex data in simple, actionable terms to stakeholders across departments.
* Excellent analytical and problem-solving skills, with a solid track record of utilising data and analytics to drive decision-making and improve operational efficiency.
* Experience developing and implementing demand planning strategies aligning with business goals and the wider supply chain.
* Proven ability to influence strategy and business goals and the wider supply chain based on demand planning insights.

## Knowledge

#### Essential

* Able to use enterprise resourcing planning (ERP) systems and other inventory management software.
* Knowledge of how to create and maintain a production schedule.
* Knowledge of how a supply chain and planning processes operate.

## Skills and Competencies

#### Essential

* Has advanced Microsoft suite knowledge, especially excel.
* Excellent analytical, problem solving and numerical skills.
* Exceptional communication and presentation skills for explaining your work to people who don't understand the mechanics supply chain and planning.
* Effective listening skills for understanding the requirements of the operation.
* Able to prioritise and execute tasks in a high-pressure environment.
* Ability to work with a broad range of user experience and abilities.
* Ability to establish relationships and maintain contacts with people from a variety of backgrounds.
* Effective interpersonal, team-working and communication skills (both oral and in writing); able to convey complex technical issues to users and management.

## Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone – the people we support, donors, partners, our volunteers and staff – to have while working with us. Guide Dogs people are:

* **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen, and recognise that every individual is different in where they’ve come from and where they’re going. We are open, empathetic and inclusive. We place the person at the centre of every decision.
* **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
* **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

So, we: -

* **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners – and our dogs, of course – to deliver great outcomes. We support and develop each other.
* **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.
* **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours – in ways appropriate to this role – in how they are at work and generally as people.

## Safeguarding

If the role does or may involve working with children, young people or vulnerable adults, or supervising those that do, we’ll also be assessing ‘safeguarding competencies’ as part of the process. These are:

* Appropriate motivation to work with vulnerable groups;
* Emotional awareness;
* Working within professional boundaries and self-awareness; and
* Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

## Mobility

A flexible approach with a willingness to work outside of core hours and away from home when required.

## Job Group (internal use only)

This role has been evaluated as a Specialist Professional, please [follow this link](https://guidedogs.sharepoint.com/%3Aw%3A/g/ETDrr9U4YzdHsA3S7CHSc9EBZy3LbOI0ioxx7UHaXzT37w?e=YyiGQh) to view the salary band.

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