ROLE PROFILE

Role Title	**Customer Service & Demand Management Team Leader**
Internal Reference	OBU-0083
Business Unit / Group Function	OBU
BU Team / Sub-Function	Demand & Supply Planning / Customer Service & Demand Management
Location	SBP
Team Leader Role	Customer Service & Demand Management Area Leader
Role Level	4A
Team Members	Yes

Role Purpose

Lead and support a region-specific Customer Service team to deliver excellent service by facilitating orders and demand and aligning to our S&OE and S&OP processes. Develop strong relationships with wider internal and external Supply Chain and Commercial teams to build and improve our processes to deliver excellent service.

Accountabilities

- **Lead the delivery of third party distributor and customer demand forecast in collaboration with regional contacts in the Branded Business Unit (BBU) through the S&OP and S&OE processes.**
- **Monitor the Owned Distribution Company/Regional hub replenishment forecast, validating any changes or inaccuracies through the S&OP and S&OE processes.**
- **Oversee and support the daily tasks required to manage our order book and drive stability for supply partners, bottling and despatch operations through to final delivery.**
- **Facilitate and deliver the daily operating rhythm processes for the key markets / regions, highlighting risk and co-ordinating resolution.**
- **Co-ordinate demand management tasks required for a smooth transition of products through the different product lifecycle stages, including Phase In Phase Out (PIPO).**
- **Maintain customer service level agreements (SLAs), monitoring KPIs and improving service.**
- **Report on relevant performance metrics (e.g., Lead-time, OTIF, forecast accuracy, SLA adherence) taking appropriate corrective actions when necessary.**
- **Ensure all HMRC Protocols are supported in relation to documentation with the appropriate governance structure, ensuring overall compliance requirements in relation to all relevant legislation and paperwork are met (e.g., excise/duty).**
- **Monitor resourcing across the teams – facilitating pooling of individuals within and across teams where there is a requirement to do so.**
- **Follow and comply with all WGW processes, standards and guidelines in the performance of your role, reporting any non-conformances in a timely manner**