



WILLIAM GRANT & SONS

ROLE PROFILE

Role Title	Customer Service and Demand Management Area Leader
Internal Reference	OBU-0075
Business Unit / Group Function	OBU
BU Team / Sub-Function	Supply Chain
Location	SBP
Team Leader Role	Demand and Supply Planning Director
Role Level	3B
Team Members	Yes
Role Purpose Lead the Customer Service & Demand Management team for assigned regions, developing and implementing the agreed performance and improvements within the OBU 5YP. Building a high performing team with exceptional customer service. Overseeing all aspects of demand forecasting, order management, delivery, customer service and lead-times.	
Responsibilities <ul style="list-style-type: none">• Contribute to the development and implementation of the OBU 5YP in line with the company objectives• Lead the Customer Service & Demand Management team for the assigned regions, including setting clear direction, creating plans and targets, implementing performance monitoring processes and measures – maximising effectiveness and efficiency• Lead the development of third-party distributor demand forecast, working directly with distributors and in collaboration with the BBU through the S&OP process• Contribute to the development of accurate ex-factory shipment forecasts (consolidation of ODC requirements and third-party forecast) using the appropriate information required (including stock levels, innovation, promotional information, etc)• Manage order book proactively and encourage order flow from customers in a timely fashion to provide stability for bottling operations and our supply partners• Manage and prioritise incoming orders to optimise customer service and keep customers best informed of order finalisation and delivery schedules• Manage the demand management tasks required for a smooth transition of products through the different product lifecycle stages, launch, optimisation, change-management, run down, end of life.• Establish and maintain professional and productive relationships with third parties & ODC's• Maintain and manage customer service level agreements (SLAs) and liaise with all relevant teams to deliver the best possible service levels• Keep all stakeholders, across OBU, BBU & ODC BU, informed of relevant information• Review, manage and report on relevant performance metrics (e.g. Lead-time, OTIF, forecast accuracy, SLA adherence) taking appropriate actions when necessary• Maintain a proper process framework and detailed process documentation with the appropriate governance structure• Maintain and develop high capability standards and ensure continuous development of team members. Resulting in effective and practical succession planning.	



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- Leads, motivates and develops their team in line with the Company Values to maximise employee engagement
- Demonstrate behaviours in line with our diversity and inclusion aim, which is to create and promote a diverse and inclusive culture at WG&S where ideas, differences and views are respected and where all employees are encouraged to create their own personal legacy