



WILLIAM GRANT & SONS

## ROLE PROFILE

<b>Role Title</b>	<b>Customer Service &amp; Demand Management Team Leader</b>
<b>Internal Reference</b>	OBU-0083
<b>Business Unit / Group Function</b>	OBU
<b>BU Team / Sub-Function</b>	Supply Chain
<b>Location</b>	SBP
<b>Team Leader Role</b>	Customer Service & Demand Management Area Leader
<b>Role Level</b>	4A
<b>Team Members</b>	Yes
<b>Role Purpose</b>	
<p>To manage, lead and coach a regionally specific Customer Relations team to deliver excellent service by managing all near term demand / order activity and building relationships and knowledge in markets.</p>	
<b>Accountabilities</b>	
<ul style="list-style-type: none"> <li>• Oversee the delivery of the Supply Chain strategy in line with the company and Business Unit objectives, ensuring consistency across Customer Service and Customer Facing Supply Chain in line with agreed service and quality standards</li> <li>• Support Area Leader to deliver third party distributor demand forecast, working directly with distributors and in collaboration with the BBU through the S&amp;OP process</li> <li>• Liaise with and work closely with our customers to manage order book and drive stability for bottling operations and our supply partners – ensuring incoming orders are processed to optimise customer service.</li> <li>• Own and deliver the daily operating rhythm processes for the key markets / regions - chairing meetings and highlighting risks and perform a key role in the S&amp;OP process</li> <li>• Deliver proactive order book management and encourage timely order flow from customers, to ensure incoming orders are processed to optimise customer service</li> <li>• Support Area Leader to deliver the demand management tasks required for a smooth transition of products through the different product lifecycle stages, launch (including PIPO management), optimisation, change-management, run down, end of life</li> <li>• Develop professional and productive relationships across all key stakeholders to support operational performance and ensure that accurate and relevant information is shared in a timely manner</li> <li>• Monitor and deliver customer service level agreements (SLAs) and liaise with all relevant teams to deliver the best possible service levels – establishing professional and productive relationships with third parties &amp; ODC's</li> <li>• Deliver data analysis as required in order to communicate information and aid decision making in the attainment of agreed service standards - reporting on relevant performance metrics (e.g., Lead-time, OTIF, forecast accuracy, SLA adherence) taking appropriate corrective actions when necessary</li> <li>• Maintain a proper process framework and detailed process documentation with the appropriate governance structure, ensuring overall compliance requirements in relation to all relevant legislation and paperwork are met (e.g., excise/duty)</li> <li>• Monitor resourcing across the teams – facilitating pooling of individuals within and across teams where there is a requirement to do so.</li> </ul>	
<b>Created by:</b>	John Shields



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