



<b>Job Title</b>	<b>Customer Service &amp; Demand Management Area Ldr</b>
<b>Job Level</b>	3B
<b>Location</b>	SBP
<b>Business Unit</b>	OBU
<b>Function</b>	OBU Demand & Supply Management
<b>Leader</b>	Head of Customer Service & Demand Management
<b>People Leadership</b>	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

- 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.
- 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

### Values



**BE PROUD**  
We are proud of our brands, our heritage, and our commitment to superior quality in our products



**BE RESPONSIBLE**  
We expect every individual and their teams to be accountable and to perform to their full potential



**BE SUSTAINABLE**  
We wish to make a positive contribution to our communities and to our environment



**BE PROFESSIONAL**  
We value integrity, transparency, professionalism and constructive debate within a team working culture



**BE ENTREPRENEURIAL**  
We foster a forward thinking and innovative culture that recognises the need for innovative thinking and continuous improvement



**THINK LONG TERM**  
We are proud of our brands, our heritage, and our commitment to superior quality in our products

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