

Senior Supply Chain Advisor

Job Framework

Job Title	Senior Supply Chain Advisor	Cost Centre	62200
Location	London	No of Direct Reports	None
Reporting to	Senior Supply Chain Manager	Budget Responsibilities (Y/N)	N

Who we are

Marie Stopes International (MSI) is a global organisation providing personalised contraception and safe abortion services to women and girls. Our local teams of professionals are passionate about the work they do in communities across 37 countries. The services we provide give a woman the power to choose when she has children so that she's free to pursue her plans and dreams for herself and her family.

The primary responsibility of this role is to further MSI's Goal: The prevention of unwanted births and its mission of ensuring an individual's right to: children by choice, not chance.

Marie Stopes International operates through a network of channels (Clinics, Social Franchise, Marie Stopes community based Ladies and Outreach). This network is complemented by our Social Marketing operation which provides and supplies medical abortion and emergency contraception and other contraceptive and Sexual Reproductive Health products both within and outside our channels.

Finance

MSI Group Finance is based in MSI's London Support Office (the Head Office), Conway Street, central London. The Group Finance team comprises:

- The Global Financial Reporting team
- The Donor Reporting team
- Treasury
- Financial Planning & Analysis
- Global Supply Chain

The Global Supply Chain Function

The Senior Supply Chain Advisor is part of the Global Supply Chain function. This function is a strategic activity within Marie Stopes International, aimed at ensuring availability of quality products at the right cost in an efficient and effective manner.

The Global Supply Chain department is led by the Global Head of Procurement and Supply Chain and consists of a Procurement Team and Supply Chain Team.

The Role

The Senior Supply Chain Advisor is responsible for developing and implementing supply chain management systems, measuring supply chain performance in country programmes and increasing supply management across the organisation

The Senior Supply Chain Advisor is a key person in implementing the Supply Chain strategy and will lead strategic projects underway in delivering this.

We are in the process of harmonising our supply chain operations as previous supply chain management has been at a country level. The role will be centred on the need to define, measure, analyse, improve and control our country supply chain processes to allow implementation of our Globally supply chain strategy where standard processes and tools result in achieving both better supply chain performance in country, but also improved global visibility and planning.

As there has been little attempt to assess and standardise supply chain management in the 37 countries in which MSI

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operates, there will be significant travel required of the role.

Key Responsibilities

The Senior Supply Chain Advisor will focus on the following areas:

1) Lead the development of a standardised set of Supply Chain policies, procedures and tools (30%)

NOTE: this section will be a larger percentage of the role for the first 12 – 18 months (approx. 60-70%)

- I. Lead the project to create a suite of supply chain policies, procedures and tools designed to increase supply chain harmonisation throughout the organisation and improve capability
- II. Provide supply chain technical expertise in the development and implementation of suitable, effective tools to improve capacity building at country programme level
- III. Responsible for identifying necessary policies and procedures required to fulfil all aspects of Supply Chain management
- IV. Responsible for creating new policies and procedures and their continued maintenance
- V. Responsible for implementing and embedding new policies and procedures to help address deficiencies and gaps in capability at country programme level

2) Coaching and Building Supply Chain Capability in Country (40%)

- I. Work directly with country programme Supply Chain teams to diagnose the current state of supply chain performance, identify deficiencies and generate gap analysis reports to improve Supply Chain capability and performance
- II. Identification and implementation of robust corrective actions to address country programme deficiencies
- III. Report deficiencies to the Senior Supply Chain Manager and assist with mid-long term effective strategies required to address the problem.
- IV. Support countries to adhere to standard supply chain processes (forecasting/planning/procurement etc)
- V. Introduce KPI dashboard, to track performance, drive awareness and use to develop corrective action plans to continuously improve performance.
- VI. Ensure countries are made “system -ready” prior to implementation of any new systems
- VII. Build capability so that country programmes are better positioned to receive free commodities from local Ministry of Health
- VIII. Embed the supply chain governance programme.

3) Support the Senior Supply Chain Manager in the development and implementation of a Global Inventory Management System (20%)

- I. Support the Senior Supply Chain Manager in identification and development of a suitable global inventory management system
- II. Support the UAT aspects, roll out and implementation of a suitable inventory management system
- III. **Support the adoption of the new system at both the head office and the country level**

4) Represent the Department (10%)

- I. Represent supply chain function on multidisciplinary teams & projects to provide feedback on country supply chain trends/insights to highlight opportunities
- II. Collaborate with regional operations team to ensure supply chain initiatives are championed

Experience (essential/ desirable)

- 8+ years operational experience with at least 5+ years in supply chain (procurement, demand and supply planning, inventory management), Fulfilment (customer service and logistics) and NPD, in a regulated industry, preferably healthcare
- Led and implemented proven supply chain systems improvements with very good understanding of process

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engineering and ERP systems knowledge

- Good knowledge of sourcing and supplier management, managing forecasting, integrated planning, inventory management, order fulfilment, distribution, and procurement processes and commodity management
- Solid experience driving efficiency and cost reduction, whilst delivering the quality and service standards
- Highly knowledgeable in the development and reporting of supply chain KPIs
- Demonstrable skill and experience in driving long-lasting change and capability enhancements across supply chain
- Well developed “coaching style” with well-practiced facilitation skills that engender confidence and transfer technical ability into country supply chain teams
- Extremely adept at building senior relationships with Country Directors/Commercial / Finance teams to ensure optimal Sales & Operations planning

Desirable

- Commercial or Not for Profit Supply Chain experience. Manufacturing or Engineering, pharmaceutical background advantageous
- Experience in developing public sector supply chains in low and middle income countries

Key Competencies and Skills

- **Client focused:** good at taking action and working under minimal supervision to get the job done. Possess a customer focus and well versed in dealing with a range of cultures. Can operate pragmatically and flexibly
- **Good Communicating & influencing:** communicates clearly, verbally and in writing across the organisation & across all levels of the business. Can adapt communication to increase impact in different contexts
- **Good Team working:** strong people leadership and influencing skills: ability to quickly and effectively build relationships and establish high degree of trust & respect and highly sensitive cross-cultural skills recognising the wide variation in supply chain skills in emerging countries. Empowers team to take action
- **High planning & organising skills:** High level of ability to initiate and lead supply chain tools development to completion and sensitive to change management requirements to ensure successful embedding of new systems within low resource countries. Good at follow-through on projects and initiatives.
- **Strong analytical skills:** can easily translate supply chain KPIs into something an organisation understands and responds to. Strong attention to detail
- **Good problem resolution skills:** recognises the challenges of low resource settings and can respond well with solutions that meet needs of global standards whilst meeting needs of country programmes. Good at testing alternatives to identify an optimum solution
- **Good business / financial acumen.** Commercially astute: can use financial analyses (eg. supply chain P&L, cost & revenue drivers) to understand the financial impact of supply chain decision making

Qualification and Training (Essential / Desirable)

- Bachelor’s degree in Supply Chain Management, Business Management or closely related field (Desirable)
- CIPS or other relevant Supply Chain qualification (desirable)
- Project Management trained or suitably qualified through experience
- Trained in process engineering and strong ERP systems knowledge
- Regulatory training and trained in Good Distribution / Manufacturing Practice
- Proficient in English (essential) & French (strongly desirable).

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Qualification and Training (Essential / Desirable)

- A strong supporter of the cause of family planning and a woman's right to safe abortion (Pro-choice)
- Resilient, flexible, positive, pragmatic attitude and can thrive in fast-paced, dynamic environments
- Passionate about our clients and strives to consistently meet and exceed expectations, putting the clients at the centre
- Actively seeks out feedback on performance (both results and behaviours) with a view to continuously learning and growing as a leader
- Willingness to travel up to 30-35% of the time to geographically challenging locations
- Able to work efficiently and comfortably in a diverse multinational environment

MSI Behaviours and Values

Team Member Behaviours

Work as One MSI

- You contribute, use, and share accurate data and evidence to improve understanding, insight and decision-making across MSI, enabling us to maximise our ability to influence others
- You share relevant knowledge, expertise and resources to strengthen teamwork and prevent duplication of effort
- You actively work as part of a team, providing support and flexibility to colleagues, demonstrating fairness, understanding and respect for all people and cultures.

Show courage, authenticity and integrity

- You hold yourself accountable for the decisions you make and the behaviours you demonstrate
- You are courageous in challenging others and taking appropriately managed risks.

Develop and grow

- You seek feedback to enable greater self-awareness and provide the same to others in a way which inspires them to be even more effective
- You manage your career development including keeping your knowledge and skills up to date.

Deliver excellence, always

- You strive to consistently meet and exceed expectations, putting clients at the centre of everything, and implement smarter, more efficient ways of performing your role
- You build and maintain effective long-term working relationships with all stakeholders, and are a true MSI ambassador.

Leadership (For Leaders only)

- You inspire individuals and teams, through situational leadership, providing clear direction
- You seek and provide opportunities which motivate team members, helping to develop skills and potential whilst strengthening our talent and succession pipeline
- You are aware of emerging developments in our sector, demonstrating strategic insight about our clients and business and encourage this in your team
- You articulate a vision of the future which inspires and excites others.

MSI Values

- **Mission driven:** With unwavering commitment, we exist to empower women and men to have children by choice, not chance
- **Client centred:** We are passionate about our clients and dedicate our efforts to delivering agreed objectives to the highest possible quality
- **Accountable:** We are accountable for our actions and take responsibility for everything we do to ensure long-term sustainability and increased impact
- **Courageous:** We recruit and nurture talented, passionate and brave people who have the courage to push boundaries, make tough decisions and challenge others in line with our mission.