

Job description

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| Job Title | Product & Supply Chain Planner | |
| Mission: | Management of products across owned sales channels and Amazon. Responsible for owning, controlling, and managing the purchasing of products from appointed suppliers and manufacturers. To play a crucial role between the Sales and Marketing teams to ensure a streamlined process for adding new and products to all sales channels. | |
| Outcomes | | Comments |
| | <ul style="list-style-type: none"> • Define and own process for adding new products to sales channels, including Amazon • Obtain key information for new products from manufacturers/suppliers to support Marketing and Sales functions. • Determine and establish optimal inventory levels based on forecast, demand variation and lead times • Setup & maintain product master database (MOQ, lead time, safety stocks, costs, list price, etc.) • Work with suppliers to establish and support successful partnerships • Continual monitoring and understanding of competitor activity, legislation, product, and market developments • Be the recognised expert in the business on the product, relevant technology, and the competition • Own the product lifecycle (introduction, growth, maturity, and decline) • Monitor and report product performance, including faults, management of returns process and supplier warranty claims. • Promote the product to sales teams through sales training sessions, webinars, newsletters, and other appropriate mechanisms | |
| Key Competencies | | |
| | <ul style="list-style-type: none"> • Experienced with product management and supply chain functions • Strategic thinker • Strong personal presence with the ability to influence key stakeholders • Tenacious, organised, analytical and commercially focused • Must be proficient with spreadsheets, calculations and be quick to learn new software • Able to work autonomously but be aligned with the team | |

- Assertive and have a sense of urgency to meet deadlines
- Produces structured and logical emails, reports, and presentations
- Understands the needs and goals of other teams within the business

Personal career development

- Identify areas of personal development and create an annual action plan to support and execute it.
- Explore the use of SMART targeting Specific, Measurable, Attainable, Relevant, Time-bound.

Red Flags

- Fails to support the marketing and wider teams or has little time for them
- Fails to listen or misunderstands customers' needs
- Fails to get back to stakeholders following enquires or queries
- Is complacent about customer service
- Avoids or ignores opportunities to develop and improve the business
- Puts own agenda ahead of the team
- Does not allow for 2-way conversations or feedback
- Passes the buck or blames others
- Is arrogant, overconfident, intimidating, and aggressive
- Panics under pressure
- Does just enough to get by
- Lacks passion
- Lacks accountability and frequently misses deadlines

Location: Wimbledon / possible flexibility on location

Reporting to: Sales Manager

This job description is not a definitive list of responsibilities but identifies the key components of the role. The specific objectives of the post holder will be subject to review as part of the individual performance review process.