



Job Description

| | |
|------------------------|--------------------------------|
| Job Title: | Manager: Supply Chain ASCEND |
| Reports to: | Coordinator: Operations ASCEND |
| Directorate: | NTDs |
| Location: | UK – with some overseas travel |
| Direct Reports: | N/A |

Dimensions:

Accelerating the Sustainable Control and Elimination of Neglected Tropical Diseases (ASCEND) is a high profile, high value, multi-partner programme, which will make a significant contribution to the control and elimination of the 5 PC NTDs across 13 countries. Sightsavers is the lead supplier, directly working with Liverpool School of Tropical Medicine (LSTM), Mott MacDonald, Schistosomiasis Control Initiative (SCI) and other partners including WaterAid, M&C Saatchi and Accenture.

Sightsavers is responsible for overall delivery in line with contractual agreements within the consortium structure. This responsibility includes enforcing the DFID Supplier Code of Conduct to downstream partners, and, ensuring that the programme achieves value for money (VFM) across the supply chain. Sightsavers, as the lead agency, will be responsible for establishing a robust supply chain for the programme, and ensuring that the goods needed to deliver the programme are sourced and distributed in compliance with programme policies, good practice and external laws and regulations. Importantly, the programme will follow Good Distribution Practices (GDP) for Medicines, as per the requirements of Sightsavers Wholesale Dealer's Authorisation (WDA(H)) granted by the UK Medical and Healthcare Products Regulatory Agency (MHRA).

Job Purpose:

Under the leadership of the ASCEND Coordinator: Operations, the Manager: Supply Chain is responsible for the implementation of the programme supply chain strategy and management of end-to-end procurement and supply activities for the goods, equipment and consumables required to support the delivery of the programme. They will be responsible for ensuring that such activities are carried out in line with DFID donor rules, Sightsavers organisational policies and GDP certified Quality Management System (QMS) for Programme Supply Chain, and other external regulatory frameworks as applicable.

They will work closely with the ASCEND Programme Optimisation Unit (POU), in particular the Team Lead Delivery, Coordinator of Country Capacity Building and the Implementation Manager for Supply Chain Strengthening, to establish a robust supply chain for the programme that achieves capacity building/strengthening as well as identified VFM objectives. The Manager: Supply Chain, in collaboration with the POU, will consolidate and analyse demand planning and forecasting data gathered from country teams, partners and other relevant stakeholders, to anticipate the procurement needs of the programme. They will determine best approach and apply suitable models to activities using and improving on existing or new tools, as appropriate. They will apply business and supply chain intelligence and translate programme implementation plans into procurement requirements and actionable strategies.

Working with the wider Sightsavers Programme Supply Chain team, they will identify the best sourcing and supply options taking compliance, quality, lead-time and overall value for money into consideration, and, ensure that requirements are identified, processed and delivered in a timely, efficient and compliant manner. In particular, they will be meticulous on the practicable implementation of GDP standards for medical and healthcare products across the programme supply chain.

The Manager: Supply Chain will be the main point of contact on the programme team for all matters relating to operational procurement and supply chain for the programme.

Main Responsibilities

- Day-to-day project management of all operational procurement and supply chain aspects of the ASCEND programme;
- Act as the key point of contact for the ASCEND team and partners for operational procurement and supply chain activities;
- Be accountable for internal and external compliance requirements relevant to operational procurement and supply chain activities (e.g. overall regulatory environment, policy framework, donor rules, etc.);
- Act as the key point of contact for the Sightsavers Programme Supply Chain Quality Assurance Manager in all aspects of the programme supply chain relating to Good Distribution Practices (GDP) compliance (i.e. Sightsavers and other ASCEND partners purchase and supply of medical and healthcare products);
- Be accountable for producing management reporting information on the operational procurement and supply chain activities of the programme and work with the Coordinator: Operations and the Manager: Finance & VFM to ensure procurement and supply chain elements are fed into programme dashboards, financial planning and forecasting for the programme as well as donor reports;
- Ensure procurement and supply chain activities on the programme uphold a commitment to quality, value for money and sustainability;
- Provide expert level advisory services to the programme team and partners on demand planning and forecasting and wider procurement and supply chain management;

Planning and Organising

- Develop and streamline the end-to-end procurement and supply chain processes for the programme with relevant stakeholders and partners, using and improving on existing systems and tools, or introducing new systems/tools as appropriate;
- Proactively work with the programme team, partners and technical staff to determine the operational procurement requirements and practical delivery timelines for the programme;
- Consolidate and analyse programme demand planning/forecasting data and trends, research demand drivers, identify supply risks and mitigation strategies;
- Provide support to the core and country teams in the planning and forecasting process and apply techniques of demand forecasting (statistical and survey methods as appropriate);
- Develop and measure key performance indicators for operational procurement and supply chain activities and regularly assess the effectiveness of demand planning & forecasting and the overall VFM of sourcing and supply decisions for the programme;
- Develop new solutions/continuously improve existing tools, and embed best practices into business-as-usual activity, to support timely and accurate demand planning and forecasting for the programme;
- Work with the Sightsavers Programme Supply Chain team – in particular the Procurement Hub and Programme Supply Chain Quality Assurance Manager, to ensure procurement transactions and logistics arrangements for the programme are processed in line with

Sightsavers organisational policy, DFID guidelines, and the QMS for Programme Supply Chain;

- Work with the Sightsavers Programme Supply Chain team, and approved suppliers, to ensure requirements for the programme are fulfilled in line with agreed quality, lead-time and cost, and that Purchase Orders (POs) match programme requirements and agreed specifications;
- Work with the NTD Procurement Analyst and other NTD programme teams to analyse demand across NTD programmes and develop strategies for particular products which NTD programmes require on a regular basis (e.g. TT kits, diagnostic tests, etc.);
- Collaborate with relevant stakeholders, internal and external, to identify opportunities for efficiencies for the programme and across programmes (e.g. demand aggregation, stock/inventory holding, etc. to take advantage of economies of scale, reduction in supply lead-times, etc.);
- Where opportunities are identified, in collaboration with the Logistics & Fleet Manager and as led by the Head of Programme Supply Chain, contribute to the development of stock consignment/inventory strategies, including helping to define detailed requirements, processes and effective setup with approved suppliers, and ensuring that stock levels are agreed and maintained in line with up-to-date demand planning/forecasting data;
- Support wider financial oversight and donor reporting processes for the programme by providing inputs on procurement and supply chain related aspects of budgeting, financial reporting and forecasting or compliance reporting;
- Represent Sightsavers at external events, when appropriate;

Problem Solving

- Work with the wider Sightsavers Programme Supply Chain team to resolve any GDP compliance issues, issues with import procedures at country level or with suppliers for all Sightsavers purchases relating to the programme; and supporting partners to do the same;
- Identify, review and assess risks to supply and demand variability in the programme and identify strategies to manage and mitigate such risks;
- Work with the ASCEND POU to identify and support capacity building opportunities, both in supply chain strengthening and health systems strengthening, as led by the ASCEND Coordinator: Country Capacity Building and direct reports;
- Work with the Sightsavers Programme Supply Chain team to identify and support supply chain strengthening opportunities (quality management and capacity building), as led by the Supply Chain Quality Assurance Manager and Supply Chain Transformation Project Manager.

Decision Making

- Escalate programme procurement and supply chain issues to the ASCEND Coordinator: Operations and the Sightsavers Head of Programme Supply Chain;
- Make recommendations to the programme team on best sourcing and supply options to meet programme demand taking sustainability, DFID guidelines, VFM and GDP compliance into account;
- Implement strategies and plans in countries for which there is direct responsibility for activities.

The principle accountabilities are not meant to be an exhaustive list of tasks. The need for flexibility is required and the job holder is expected to carry out any other related duties that are within the employee's skills and abilities whenever reasonably instructed.

Key Contacts

Internal

- ASCEND Team including: Central Operations Unit; Programme Optimisation Unit; Technical Advisors;
- ASCEND Partners including: SCI, LSTM, Mott Macdonald; WaterAid; M&C Saatchi;
- Sightsavers Teams: Programme Supply Chain Team; NTD Technical Hub;
- Downstream Partners;
- Sightsavers Directorates;
- Sightsavers Regional and Country Offices;
- Sightsavers and ASCEND Regional and Country Leads.

External

- Implementing Partner Non-Governmental Organisations (NGOs);
- Health Ministry staff of implementing countries (National NTD teams);
- Wider NTD community.

Knowledge, Skills and Experience

Education:

- Educated to degree level or equivalent professional working experience in a relevant discipline;
- Logistics and Supply Chain Management, CIPS qualifications, APICS, Project Management or other equivalent certifications (highly desirable).

Experience of:

- Procurement and supply chain management, preferably in relevant or relatable areas for the scope of the role (i.e. NTDs, Western and Central Africa, etc.);
- Technical aspects and compliance requirements of procuring medical and healthcare products and other clinical goods (highly desirable);
- Considerable experience working on and supporting the implementation of development/humanitarian programmes funded by institutional donors, DFID in particular (highly desirable);
- Good Distribution Practices (GDP) or equivalent quality management frameworks;
- Global procurement and supply chain operations including logistics management, particularly in developing and conflict-affected/fragile states (highly desirable);
- Process review and change management, developing and rolling out tools and procedures;
- Maintaining databases and providing management reporting information;
- Effectively supporting a geographically and culturally diverse stakeholder base.

Skills:

- Strong data consolidation and analytical skills;
- Strategic thinker able to take a step back and work through challenging issues, identify organisational needs, and offer innovative, practical solutions;
- Continuous improvement mind-set, able to identify opportunities and deliver constructive challenge to implement positive change across the programme and wider organisation;
- Proactive and effective planner who produces quality results to meet established goals;
- Must be able to work independently, as well as part of a team, and be able to work effectively in a sometimes stressful environment;
- Stakeholder engagement and management, ability to establish and maintain productive partnerships with key stakeholders, dealing effectively with internal and external stakeholders;
- Excellent attention to detail with an ability to follow issues through a resolution process;
- Well organised and deadline driven;

- Strong ICT skills, an expert level Excel user (lookups, pivot tables, etc.);
- An understanding of and commitment to equality of opportunity for disabled people;
- Excellent written & verbal English communication skills (other languages common to Western and Central Africa advantageous);
- Able to overcome resistance to change, manage difficult conversations and focus on a solution finding approach;
- Ability to travel up to 30%.

Core Behaviours:

- Self-motivation
- Flexible and adaptable approach
- Resourceful and analytical
- Communicating and influencing
- Team working
- Planning and organising
- Change and improvement
- Decision making
- Delivery and implementation

Nature and Scope

This project comprises a consortium of four of DFIDs established NTD partners, responsible for successful NTD programming in collaboration with national governments. As the Lead, Sightsavers is contractually obliged to ensure that programming is delivered in a way in which adheres to the guiding principles of the consortium namely: Going Beyond Business as Usual; Strengthening Country Capacity and Self-reliance; Delivering Value for Money; Leveraging Successful Programmes and Supporters. As an integrated programme, the minimum results expected from this contract are expected to be:

- Provide surgeries to prevent 100,000 cases of blindness due to trachoma;
- 450 million MDA treatments;
- Reduction of morbidity and disability in 26,000 people with LF.