**Job description**

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| **Role title:** | Logistics Manager  | **Version number:** | 0.1 |
| **Reports to:** | Deployment Business Manager | **Directorate:** | DPD |
| **GGS:** | 13 | **Location:** | Amersham & supplier locations |
| **Organisation structure & department profile:** | The Deployment team is accountable for the successful delivery of the shared 3G RAN, mobile backhaul and backbone transmission networks to Shareholder requirements and agreed time, cost and quality targets.The Logistics Manager is a key role within the DPD Deployment Team and reports directly to the Deployment Business Manager. |
| **Created by:** | **Director:** | Keith Groombridge | **Date:** | 12/09/16 |
| **Head of HR:** | Sarah Molloy  | **Date:** | 12/09/16 |
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| **Role purpose:** | Responsible for the successful delivery of Central Logistics and Asset Management (CLAM) services to Shareholder requirements and agreed time, cost and quality targets.Responsible for intensely managing the day-to-day delivery of CLAM suppliers, 3rd parties and retained resources against contracted time, cost and quality obligations.* Responsible for the development and continuous improvement of the methodologies, processes, capabilities and resources (via suppliers, 3rd Parties and retained resources) required to deliver CLAM services including all related forums and governance control points.
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| **Key Responsibilities & Accountabilities:****(In priority order)** | Responsible for management of Forward Logistics service to ensure timely forecasting, ordering and delivery of equipment to meet Shareholder requirements within agreed time, cost and quality targets. Responsible for management of Reverse Logistics service to ensure timely recovery and utilisation of equipment (new and decommissioned) to minimise potential write off and meet Shareholder requirements within agreed time, cost and quality targets.Responsible for Inventry Management through optimising investment in stock, minimising stock holding and obsolescence risk whilst meeting the requirements of the MBNL and Shareholder deployment Projects and Programmes, including the management and Asset Tracking of all equipment issued from warehouse to installation on site or return to warehouse. Proactively working with Technical and Finance teams to agree and implement reuse of stock wherever possible and dispose of stock where appropriate.Responsible for working with the Shareholders, MBNL and supplier teams to develop and maintain detailed operating plan and budget for CLAM service.Responsible for undertaking direct intervention to investigate underperformance, instigating recovery initiatives and intensely managing the recovery of service performance. Escalating to the Deployment Business Manager as required.* Responsible for undertaking the validation and acceptance of CLAM services provided by suppliers, 3rd Parties and retained resources.

Responsible for proactively working with the Deployment Business Manager to ensure that all requirements, dependencies, risks and issues relating to CLAM services the are identified, prioritised and managed. Responsible for identifying opportunities to optimise the delivery of CLAM services including combining with Warehouse services to provide cost savings.  |
| **Key Challenges:****(in priority order)** | Intensely managing the recovery of CLAM service performance against contracted time, cost and quality obligations including the ongoing reduction of build and disposal inventory.* Identifying reasons for the significant underperformance by CLAM suppliers and 3rd parties. Development of the methodologies, processes and capabilities required to significantly improve the effectiveness and cost efficiency of CLAM service.
* Building effective relationships across the MBNL, Shareholder and supplier organisations to deliver strategic objectives, enable open and honest exchanges and foster trust and respect.
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| **People Management:** | **Line Manager?** | No |
| **Virtual (project) Manager of people?** | Yes |
| **Responsible for:**allocation of work (task based)setting direction (objective based)performance managementrecruitmentabsence management | Yes (supplier)Yes (supplier)Yes (supplier)NoNo |
| **No of direct reports:** | 0 |
| **Overall team size (headcount):** | 1 |
| **Other People Mgt comments:** | Extensive interaction with Shareholders, suppliers and MBNL teams. |
| **Financial:** | **Budget manager** | Yes |  |
| **OPEX responsibility** | c£6M | Direct |
| **CAPEX responsibility** | £10+ | Indirect |
| **P&L responsibility** | No |  |
| **Other Financial Impact comments:** | Responsible for the identification, budgeting, forecasting, management and tracking of all costs associated with CLAM services including overall stock management of circa £70M in supply chain. |
| **Key Relationships:****(level, nature & purpose)** | **Within MBNL organisation:** Level - SMT, Heads of Department and SME.Nature – Strategic, Facilitative, Influencing and Informative.Purpose – Delivery of CLAM services to Shareholder requirements and agreed time, cost and quality targets.**Across Shareholder organisations:** Level – Up to Heads of Department and SME.Nature – Strategic, Facilitative, Influencing and Negotiating.Purpose – Delivery of CLAM services to Shareholder requirements and agreed time, cost and quality targets.**External suppliers:**Level – Up to Heads of Department Nature – Strategic, Facilitative, Influencing and Negotiating.Purpose - Substantial supplier management responsibilities including commercial instruction, financial management and reporting. **External customers:**Nature - Facilitative,Purpose - Where required supporting MBNL / Shareholder teams. |
|  | **Other key relationship comments:*** Act as an ambassador for MBNL and our Shareholder organisations.
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| **Key MBNL behaviours** | **Shine:** Be an ambassador for MBNL.Be courageous and resilient. Grow and stretch yourself, rise to the challenge.**Collaborate:** Be positive. Actively seek others out and build effective relationships. Have open, honest & transparent conversations.**Deliver:** Create a plan, regularly review and measure against that plan. Have a can-do attitude, learn from your experience.**Lead:** Create, innovate and inspire. Challenge the norm and bring people on the journey. |
| **Critical Knowledge & Experience (non time related):** | **professional / technical** |
| **must have:** | * Strong experience of deliverying Logistics and Asset Management services to agreed time, cost and quality targets.
* Experience of the methodologies, processes and capabilities required to deliver warehousing and distribution solutions using suppliers, 3rd parties and retained teams.
* Experience of working as part of a broader deployment function.
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| **nice to have:** | * Experience of process development and optimisation,

Finance / Commercial knowledge with experience of working with internal controls and external audit teams on business risk and mitigation.* Knowledge of 2G, 3G, 4G RAN, transmission technologies.
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| **business / context** |
| **must have:** | Strong experience of motivating and managing outsource Suppliers to agreed time, cost and quality targets.Awareness of managing the natural tensions between customer, commercial and technical requirements. |
| **nice to have:** | Experience of working in or with a Joint Venture organisation. |
| **Any other comments:** | Amersham / Swidon / Reading based with frequent travel to other UK locations. |