

ROLE PROFILE

Role Title	Supplier Performance Manager	Location	London/Bristol/Flexible
Business Unit	Commercial	Job Family	
Reports to Role Title	Head of Supplier Performance	Sub Family	

PURPOSE

We are searching for a Supplier Performance Manager who will be a key lead in developing, implementing and managing a supplier management programme, including evaluation criteria, process of evaluation, supplier review and feedback loops internally. You will be responsible for building the process and system to a sufficient level in order to manage performance across all selected suppliers. In addition, you'll inform and support departments that own the relationships with those who supply products and services to all our business units within the C&C Group and ensure that suppliers meet or exceed agreed goals. Working cross-functionally to provide a 360 view of a supplier to the wider business, to inform strategic decisions and ensure that our supply base enables us to deliver the best services to our customers.

CORE RESPONSIBILITIES AND PROCESSES

- Support the development and instigation of the supplier performance management programme.
- Help to create and develop appropriate evaluation criteria in conjunction with internal stakeholders.
- Evaluate current and potential suppliers using developed and agreed criteria to support business alignment and understanding of the expectations and requirements of the engagement.
- Monitor and report on the performance of selected suppliers to ensure delivery in line with performance metrics.
- Collaborate with internal stakeholders on goal setting, managing the balance in supplier relationships to support the achievement of agreed commercial outcomes.
- Working with internal partners and suppliers to build improvement plans, reporting to internal stakeholders on progress and performance.
- Act as internal escalation point for underperformance of suppliers to the relevant relationship owners.

CROSS FUNCTIONAL CONTACT

- Internal – Buying, Technical, Operations, Marketing, Finance
- External – Suppliers, 3rd Party Logistics Partners

COMPETENCIES / EXPERIENCE / SKILLS

- FMCG performance management
- Competent in Outlook, Word + PowerPoint
- Proficient in Excel
- User knowledge of planning systems e.g., JDE, Netsuite
- Experience maintaining online supplier management portals

QUALIFICATIONS/ATTRIBUTES

- High level of attention to detail
- Self-starter, able to work independently and as part of a team
- Collaborative and personable approach

ROLE DIMENSIONS

No of Direct Reports		Financial Impact (Direct)	
Total Team Size		Financial Impact (Indirect)	
No of Locations		Other/ People Manager (yes/ no)	