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Job Description

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|  | **P****osition Title** | Supply Chain and CMMS support |  | **Department** | Operations |  |
|  | **Generic Job Title** | Business support |  | **Segment** | CSIFM |  |
|  | **Reports to** | CMMS & Supply chain team leader |  | **Location** | AstraZeneca - South |  |
|  |  |  |  | **Office / Unit name** |  |  |
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|  | **Organisation structure****Technical****Director****Engineering** **Excellence Manager****CMMS & Supply Chain Team Leader**Kerri Trimble**Supply chain & CMMS Support** |  |
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|  | **Job Purpose*** Be part of a team to deliver CMMS and Supply Chain management across the AZ South region
* Assist with the daily running of the region wide CAFM system (SAP) ensuring all helpdesk and planned tasks are actioned in accordance with AZ SLA’s
* Assist with managing the hard services supply chain for the AZ south region
* Work with line manager to arrange supplier reviews of suppliers, on phone and face to face where needed
* Be point of contact for supplier contract renewals
* Work closely with the Compliance Manager and other members of the wider team to ensure all statutory planned tasks are actioned as a priority in accordance with regulations
* Assist with ensuring all planned and reactive tasks are executed to schedule.
* Ensure SOPs are implemented.
* Assist with ensuring SSOW, RAMS, Service sheets and certification is uploaded to SAP and kept in an audit ready state.
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|  | **Accountabilities** or “What you have to do”* Assist line manager with ensuring hard service Supply Chain delivery for all aspects in the region.
* Be part of the team that ensures accountability for the Sodexo Planned and Reactive task scheduling. Ensuring accurate reporting (internally and to Client), updates and driving value.
* Liaise with engineers (under line managers supervision) to ensure ownership of all documents from planned, reactive and project tasks conducted internally through engineering team or via supply chain
* Be part of the implementation of maintenance best practice techniques in their area, including maintenance excellence processes.
* To own and deliver local business task schedules.
* To identify site service or process improvement initiatives, such asset life cycle management.
* Work with line manager to ensure continued improvement of the area KPI’s.
* The role holder will be expected to help with any supplier related emergency calls. Regular streamlining of this process will be performed within the supplier team
* Accountable for the weekly plan for all Sodexo services to the area.
* Responsible for aspects of the area asset improvement plan.
* Reporting to line managers for the area’s adherence to the service level agreement.
* Drive performance improvement in the area.
* Ensure correct use of SAP and other systems.
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|  | **Key Performance Indicators** (KPIs) or “What it will look like when you are doing the job well”* All C / KPI’s green or associated action plans for any ambers / reds. No reds 2 months in succession.
* Client and Customer satisfaction scores
* Unit audit scores above 90%
* Internal compliance standards will be met and adhered to
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|  | **Dimensions**  |  |
|  | Financial |  |  |
| Staff |  |
| Other |  |
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|  | **Knowledge, skills and experience*****Essential**** A highly customer focused team member, motivating and driving performance in teams to deliver high standards of service and cost effectiveness.
* Capability of working in a team in a regulated environment where asset performance is a business-critical requirement
* The role holder will have a good knowledge of maintenance processes, and the application of best practices and the effective deployment of maintenance strategies in technically complex customer environments
* Good understanding of H&S and other regulatory obligations applicable to asset management
* Good understanding of the services delivered by FM and will understand their impact on their customers

***Desirable**** A member of professional FM and/or engineering organisations e.g. BIFM, IMechE, etc.
* Ideally the role holder will have an understanding of the range of customer business operations across AstraZeneca and will understand the operating model of the AZ business.
* Ideally the role holder will have a technical background, with knowledge of the engineering principles and practices utilised across the lifecycle of asset and facilities design and utility operations
* Ideally the Role holder with have experience of Supply Chain Management
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|  | **Contextual or other information*** To be able to work with other suppliers of AstraZeneca to deliver a collaborative service
* To host and showcase Sodexo services to potential new clients of Sodexo
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| Version |  | Date | 5/11/2018 |
| Document owner | Steven Geary |