****

Job Description

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | | | | | | | | | |
|  | **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** | |  |  |
|  | | | | | | | | | |
|  | **Organisation structure**  **Technical**  **Director**  **Engineering**  **Excellence Manager**  **CMMS & Supply Chain Team Leader**  Kerri Trimble  **Supply chain & CMMS Support** | | | | | | | |  |
|  | | | | | | | | | |
|  | **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. | | | | | | | |  |
|  | | | | | | | | | |
|  | **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. | | | | | | | |  |
|  | | | | | | | | | |
|  | | | | | | | | | |
|  | **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 | | | | | | | |  |
|  | | | | | | | | | |
|  | **Dimensions** | | | | | | | |  |
|  | Financial |  | | | | | | |  |
| Staff |  | | | | | | |
| Other |  | | | | | | |
|  | | | | | | | | | |
|  | **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 | | | | | | | |  |
|  | | | | | | | | | |
|  | **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 | | | | | | | |  |
|  | | | | | | | | | |
|  | | | | | | | | | |
| Version | | |  | | Date | | 5/11/2018 | | |
| Document owner | | | Steven Geary | | | | | | |