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| the finer detailsWhich site am I based at?Acorn House Isleport Which team am I a part of? Supply Chain Who do I report to?Customer Demand Manager Who do I look after?No direct reportsTeam sizeNoDo you have responsibility for a budget?NoQualifications & experience**Essential:*** Demand Planning and Customer Supply chain experience, or transferrable skills
* Confident communicator
* Positive attitude
* Numerical analytical skills

**Desirable:*** Chilled Food manufacturing/short shelf life experience
* Degree or equivalent professional qualification
* Multichannel experience
* Experience of Supply Chain or Demand Planning systems
* Experience in other software packages – Power BI, Smartsheet, and Microsoft Office & Teams
* Demonstrable proficiency in Supply Chain operations and forecasting with an understanding of the financial impacts
 | Customer Demand Plannerjob descriptionthe purpose of your role This is a great opportunity to be a part of the Customer Demand team in Yeo Valley, to join growing categories and to build or develop experience in demand planning and customer relationship management. You’re responsible for building great relationships with your customer demand teams through excellent customer service support and forecast demand management. You will build, develop, and maintain the volume forecast by incorporating business intelligence and forecast information gathered from the sales and marketing teams and your Customers.**Your responsibilities:*** Build, develop, and maintain effective accurate demand forecasts at Customer level on an 18 month rolling horizon
* Ensure great product availability
* Manage the day to day supply chain customer relationship and operational Customer Supply chain reviews as required focussed on Service, OSA and waste reduction.
* Communicate all Service level and Supply information to the customer and work collaboratively to optimise customer service and minimise wastage
* Represent the business in demand planning & supply reviews with your customers
* Review Customer sales trends and demand drivers to build forecast
* Through effective collaborative and consensus approach with our customers, Sales and Marketing teams, and all other relevant stakeholders, incorporate all necessary insight and information to achieve the desired standards of forecast accuracy at all relevant forecast horizon
* Ensure that all events, launches, delists, range changes, promotional and marketing activities are effectively reflected in the sales forecast
* Utilise customer systems where available to review and improve forecast accuracy
* Utilise forecast accuracy analysis to develop and improve forecast accuracy at customer and SKU levels
* Co-ordinate cross-functional discussion to reconcile significant variances and refine the forecast
* Through effective collaborative working with our customers, National Account Managers, and all other relevant stakeholders, provide all necessary insight and information to confirm product launch plans
* Closely coordinate and communicate customer action plans and share key insights and information with the Production Planning teams

What good looks like for this role**Demand Planning** Understands all the drivers which build the demand forecast. Works effectively with sales, marketing, and customer representatives to turn information into accurate demand plans**Forecast Analysis**Understands and interprets forecast analysis data. Uses information to improve forecast performance**Customer Supply Chain**Strong understanding of the issues affecting all elements of the supply chain. Able to work effectively to resolve issues and promote continuous improvement**Customer relationships**Builds effective collaborative relationships with key Customer Supply Chain contacts**Communication** Confident communicator, good presentation and negotiating skills |
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### HR use

Date of last review: Job reference no: Job level:

Job family: