

Supply Chain Specialist

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Company: World Vision

Location: Zambia

Category: other-general

Job Description

*Preferred Locations - Remote (Home based) in South Africa, Zimbabwe, Zambia, Mozambique, Malawi, Angola, Lesotho, and Eswatini.

*Please submit your CV and Cover letter in English.

PURPOSE OF POSITION:

The Regional Supply Chain Specialist is the technical focal point for regional supply chain connecting Field Offices, Global Centre stakeholders, Shared Services and where required Support Offices and donors, for supply chain related matters.

Responsible for organizing, leading, contributing to and facilitating supply chain management (SCM) assessment and implementation programmes within each of the Field Offices that will have the greatest impact on process improvement, simplification, standardization, and cost containment.

The core responsibilities of the role include assisting and advising Field Offices (FO) in the sourcing of goods, works and services, capacity building of the supply chain team The Regional Supply Chain Specialist is the technical focal point for regional supply chain connecting Field Offices, Global Centre stakeholders, Shared Services and where required Support Offices and donors, for supply chain related matters.

Development of supply chain planning, procurement (sourcing and buying), vendor management, cost containment, transport, warehousing, inventory management, materials

handling and packaging, reverse logistics, metrics and KPIs, risk management information & systems, and vehicle fleet management

Ability to complete project-level SCM strategic activities in a timely and professional manner with sufficient attention to detail in deliverables, and regular and thorough reporting and project communications. Facilitate exchanges of best practices and work with partners and counterparts in the specific field and programme areas on supply chain issues for relief, development, and advocacy.

Development of supply chain planning, procurement (sourcing and buying), vendor management, cost containment, transport, warehousing, inventory management, materials handling and packaging, reverse logistics, metrics and KPIs, risk management information & systems, and vehicle fleet management

KEY RESPONSIBILITIES:

Leadership

Support & contribute Regional SCM Advisor in developing strategies, business plans, projects plan, etc.

Provide ongoing updates on the regional performance in Supply Chain to the RSCM Advisor and other relevant stakeholders.

Provide input to global policies, guidelines and standards relating to supply chain, enterprise risk and compliance and in contextualizing and implementing these within the region.

Be the expert on market dynamics, the supply base and regulatory framework by country and for the region to ensure supply strategies are in place, tailored and optimize.

Involvement in the Procurement HoD/senior buyer selection process e.g. interview process, review technical assessment. etc. and review the operating models.

Provide technicality aspect and support in emergency and fragile contexts to ensure the seamless supply chain operation despite the geographic size and market complexity, challenging environment in the region.

Demonstrate and practice servant and spiritual leadership and be a role model for the staff

team, peers, and others.

Quality Assurance and Risk Management

In partnership with WV Legal, ensure that contracting practices within a country are as effective as possible, ensure supply is assured from quality suppliers and risk to WVI is mitigated and compliance with local law.

Provide inputs in developing risk identification & assessment tools, registers and other tools and assess both Regional and FOs SCM-related risks, and coordinate with FOs in implementing the mitigation plans.

Provide inputs for better coordination with Regional Audit for pre / during / post audit in identifying SCM risks and non-compliances to take mitigation measures.

Monitor adherence to control measures and compliance with WV supply chain policies and guidelines.

Escalate any form of breach of controls, frauds, non-compliance, or misappropriation of WV funds and assets related to SCM identified during the monitoring process.

Facilitate to implementation of agreed audit recommendations and process improvement memos in the procurement process and update the management.

Training and Capacity Building

Coordinate, participate in, and/or train staff from Supply Chain Staff and other WVI Departments on WVI Procurement Policies, Processes, and Systems

Conduct Partners' / Sub-Grantees' capacity assessment and capacity building plans as per set framework / guidelines.

Train the Partners / Sub-Grantees based on the approved capacity building plan, monitor progress. Coordinate with internal stakeholders in monitoring the progress and submit progress reports to the management.

Planning

Establish and communicate priorities based on customer needs. Contribute to cross-functional planning activities.

Engage with Partners / Sub-Grantees in procurement planning process.

Advise on, and participate in development of consolidated procurement plan and sourcing strategy

Develop sources of competitive advantage to ensure that the supply chain management function supports the achievement of the organization's source of competitive advantage.

Advise on the Country planning process guidelines to communicate with the Operations Teams.

Supply Chain Initiatives & Improvements

Review existing systems & tools, capacity-building approaches, communication platforms, etc. and continually develop them to improve the service level to FOs and other stakeholders.

Lead areas of improvement in terms of process efficiency, cost reduction, SCM quality improvement, etc. in the engagements with FOs in process walk-throughs, routine reviews, exceptions handling AND pre-reviews of global initiatives.

Develop internal and external best practices (from cross regions/FOs, like-minded organizations, SCM researchers, SCM professional bodies, etc.) to blend with Regional SCM Operations in increasing functional outcomes.

Lead / Co-lead Global / Regional / FO process improvement, business model designs, pilots (system and tool-related), etc. initiatives.

Take a lead role in coordinating/leading multi-country complex procurements in normal and emergency setting.

Identify regional and country Supply Chain strengths, weaknesses, opportunities, and threats (SWOT) through market analysis, operational assessments, regional procurement, and contracting capacity and develop action plans in partnership with global, regional and FO staff accordingly.

Supplier Contract and Relationship Management

Draft supplier contracts for those categories where the vetted global standard contract format is not applicable, and reviews supplier recommended changes.

Ensure that contractual conditions and performance indicators are understood by the suppliers.

Monitor and complete contract close-out, extension, or renewal, as appropriate for the assigned commodities.

Identify & resolve or escalate contract-related issues both internally and externally and propose improvements to the contracting process.

Develop supplier Key Performance Indicators based on guidelines / category and monitoring process.

Data Management, Analysis and Reporting

Responsible for the implementation of key performance metrics process which include savings and procurement tracking and analysis which should be consolidated from FO reports.

Create and prioritize areas to be improved upon to drive Field Office supply chain management into world-class performance and communication and external SCM reports and engagements.

Monitor performance of key indicators, conduct root cause analysis of low performing areas and develop plans to improve those indicators.

Process, Procedure and Policy

Socialize and implement the approved policies (including exemptions approved), processes and guidelines.

Conduct regularly reviews of procurement policies, processes, and guidelines to measure their effectiveness and applicability, including customer satisfaction and report to NO Management.

Advise National Offices on how to manage and maintain Logistics Tool & Dashboard for metric visibility in supply chain channels and timely communication with clients

Review with Partners / Sub-Grantees, their SCM Policies, procedures etc. to identify any gaps, document them under assessment reports, and capture under capacity building plans.

Procurement Execution

Receive incoming Purchase Requisitions (Pending Buyer Action), verify specifications are clear, conduct sourcing event if required items are not already on contract, update the PR with actual supplier record and release PR for approval.

Follow Procurement Policies and guidelines in Supplier Award decisions under the applicable threshold.

Manage PO Change requests coordinating with Requesters, Budget Owners, and Suppliers

KNOWLEDGE, SKILLS & ABILITIES:

Bachelor's degree in logistics, data science, business science, engineering, supply chain management or related fields and professional qualification in supply chain management.

Vocational or professional society membership (Chartered Institute of Logistics and Transport or Council of Supply Chain Management Professionals) and certification desired.

Minimum of 5-8 years professional work experience with progressively more responsibility relevant to supply chain issues.

Minimum two (2) years working in cross-cultural environments and demonstrated ability to adapt to international project work and implement ethical sourcing practices.

Knowledge of developing Dashboard using Excel or PowerBI

Thorough understanding of Principles Manual and demonstrated competence in supply chain cloud-based systems such as: Coupa.

Strong analytical, organizational, problem solving, and time management.

A proven track record of delivering consistent, quality results with accountability and integrity.

Ability to cope under significant pressure.

Ability to maintain effective working relationships.

Ability to communicate and negotiate with key internal and external stakeholders.

Familiar with NGO donor supply chain trends

Commitment to World Vision's mission and values.

Preferred Knowledge and Qualifications

Extended operational experience in global supply chain management, procurement, business process improvement, project management and team based organizational change management.

Experience overseeing daily internal/external warehouse and transport operations, inventory management and logistics support. Familiarity with basics of fleet management, customs clearance, and third-party logistics preferred.

Ability to work independently and as part of a team.

Balanced scorecard experience preferred

Language Requirements: English (French or Portuguese will be an added advantage)

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