**Forecasting**

Manage & maintain both short term & future demand plan for all customers including intercompany by doing each of the following:

* Utilising customer systems – Tesco TIMS & Connect, Waitrose Connect, Ocado Olive, M&S One, Morrisons Hub
* Develop demand plan based on business trends and demand patterns.
* Collaborative promotional planning/seasonal planning with both external customers & key internal stakeholders
* Promotional forecasting - aligning promotional phasing across various categories/customers.
* Review, challenge, approve & maintain promotional volumes.
* Lead monthly forecast review sessions with commercial managers to verify the latest promotional plans, range reviews and NPD are realistically reflected in the forecast. Ensure any assumptions or significant changes are communicated concisely to the planning & stock control teams.
* Liaise with customers & commercial to gather intelligence on sales/waste/OSA which can then be used to refine forecast.
* Analyze and troubleshoot demand related issues in a timely and accurate manner.

**Communication / Reporting**

* Communicate the forecast to the planning teams and collaboratively work with them to resolve specific forecast and / or capacity issues.
* Create relevant reports utilising Excel to help identify and react to significant deviations of orders from the demand plan, amending the forecast accordingly.
* SBSC Forecast AYR & CHIRSTMAS in cases & pallets
* Generate Sales forecasting information for finance team.
* Communicate weekly sales volume and order variance to forecast to wider business.

**NPD/Delist/Range Review**

* Oversee customer and Saladworks range changes, managing NPD and discontinued lines.
* Maintain central resource tracker, lead weekly review sessions with Planning Manager, Stock control Manager & Master Data Manager to verify all upcoming customer activity, track & update any necessary actions.

**Service**

* KPI reporting & root level investigation of any forecast/service issues, reviewing KPIs ensuring all shortages and failures are investigated and resolved.
* M&S - PO amends.
* Tesco - TIMS amends.
* Waitrose – Order amendments to sell in overstocks.
* Morrisons – Order amendments to sell in overstocks.

**Derogation Requests**

* Responsible for agreeing & creating derogation requests with customer supply chain & commercial. Presenting clear & concise data as to why we are asking & in exceptional circumstances, agree blanket derogation to reduce unnecessary admin across SW, Kettleby and customer.

**Internal Relationships**

* Effectively communicate, share knowledge & coordinate with management, including but not limited to - Planning Manager, Stock Control Manager, Despatch Manager, Supply Chain Manager, Master Data Manager & Commercial Managers.

**Customer Relationship**

* Responsible for implementing an operational and strategic supply chain relationship with Waitrose, Tesco, M&S, Ocado & Morrisons. Being the go-to person at Saladworks for supply chain.
* Lead process improvements within specific customer remit. For example, initiating Day 1 for Day 3 ordering within Ocado & active engagement in twice weekly trading catchups with M&S supply chain team, leading for SW in the Supply Chain Managers absence.
* Manage production contracts process for M&S account, both AYR & Christmas Production contracts. Provide clarity for our customer on extended lead times & day life derogation requests over the Christmas period. Review any day life derogation challenges & explore potential solutions.
* Deliver clear & concise communications to customer contacts, back up any challenges with data driven examples to drive results focused outcomes, such as agreeing derogation, pushing additional stock into customer & justifying poor service. Understanding when the relationship is more important than the issue.