

TITLE: Supply Chain Manager**TEAM/PROGRAMME:** Support Services**LOCATION:** Hanoi**GRADE:** 2**CONTRACT LENGTH:** one year, extendable based on performance**CHILD SAFEGUARDING:**

Level 2: either the post holder will have access to personal data about children and/or young people as part of their work; QL the post holder will be working in a 'regulated' position (accountant, barrister, solicitor, legal executive); therefore a police check will be required (at 'standard' level in the UK or equivalent in other countries).

ROLE PURPOSE:

This is both a strategic and operational role. The role holder is responsible in strengthening systems and procedures of the supply chain function for Save the Children in Vietnam; building and improving the supply chain capability of staff and partners and ensuring a working system is in place aiming to achieve efficiency, effectiveness and quality in support of programme implementation in the country.

The role holder provides leadership to the Supply Chain team, ensures support and performs controls over all aspects of the supply chain function (asset, fleet, procurement, warehousing and distribution) across all offices in the country

The role holder is also responsible in coordinating all relevant stakeholders and functions within the Country Office to achieve a meaningful business partnering and that planning activities are continuously conducted and updated.

Additionally, the role assists the Senior Management Team (SMT) in ensuring the application of and adherence to all relevant SCI policies; provides technical lead in managing risks linked to supply chain management

In the event of a major humanitarian emergency, the role holder will be expected to work outside the normal role profile and be able to vary working hours accordingly.

SCOPE OF ROLE:

- **Reports to:** Director of Finance & Support Service
- **Staff reporting to the post:** Supply Chain Officers in Country Office and Field Office
- **Role Dimensions:** Regional and global supply chain, program staffs, finance staffs, admin staffs, MTs, partners, and donors.
- **Indirect Report:** NA
- **Budget Responsibilities:** N/A

KEY AREAS OF ACCOUNTABILITY:**Contribute to the overall operation of the Country Office (MT Roles)**

- Contribute to the leadership and management of the country office as a member of Extended Senior Management team with particular emphasis on collaboration and coordination with Awards, Finance, Human Resources and Program Managers
- Ensure all team member have clear understanding and comply with systems, policies and procedures at SC.
- Cascade decisions and other information from MT to staffs and share with MT emerging issues.
- Ensure all CO priorities are well understood and implemented by the whole supply chain team.
- Engage and ensure take part in leading the learning agenda of the country office.
- Implement risk prevention actions. Monitor and alert MT emerging risks and implement risk mitigation activities.



- Provide inputs for Country Annual Plan, Country Strategic Plan and reports.
- Provide supports to and or involve in emergency both during assessment stage and implementation of emergency response

Team Leadership and Management

- Set oneself as exemplary to the team members.
- Implement and ensure continuity of a strong operating platform ensuring the right structure with the right staff in the right positions.
- Create a 'team' environment and ensure a team approach is in place to achieve organisation's and team's goal and objectives.
- Ensure strict compliance with Save the Children and donors' Supply Chain policies and procedures.
- Develop and maintain a country-level Supply Chain Strategy based on existing, prevailing and anticipated contexts and factors.
- Provide orientation, coaching, and ongoing training for staff and partners (if required) to ensure all are aware of Save the Children procurement and Supply Chain policies and procedures
- Identify areas of improvement and ensure proper attention and investment is made in those improvement areas.
- Lead "process improvement" (as part of CO's priorities) to shorten to enhance effectiveness of supply chain works (e.g. minimise lead times, increase work productivities)
- From time to time, come up with solutions and suggestions for all supply chain works and case by case for procurement packages for smoothly and timely proceeding of procurement works.
- Carry out regularly progress and performance assessment
- Provide leadership and coordination, proactively collaborate with Programs and other functions/departments for the delivery of high-quality supports to programs at the country office and offices in the field, to ensure that Supply Chain deliver in a timely and effective manner
- Ensure proper application of the ProSave and other soft-wares/ systems required by SCI.
- Ensure good performance of Supply Chain KPIs and to meet purchase requests in time lines & quality
- Ensure the preparation and sharing of timely and high-quality reports
- Plans and facilitates trainings on relevant Save the Children policies and procedures for all staff including briefing newly-hired personnel and visitors on the organization's policies and procedures related to Supply Chain.
- Coordinate with the Asia Regional Office on Supply Chain matters and attend webinars/trainings/workshops as required by ARO
- Timely report for DPI emerging issues and seek for key decisions on Supply Chain.

Supply Chain

- Lead the supply chain team to consolidates procurement plans and ensure all procurements are on track.
- Coordinates and oversees all procurements of goods and services, ensures bidding procedures are fully compliant with SC (and donors', as applicable) policies and procedures and goods are purchased to meet identified project needs in quality and time
- Establish a reasonable and appropriate lead time for goods/services to be followed and achieved. Ensure procurement support is timely and efficient; ensuring effective delivery of goods and services
- Lead to analyse needs from programs and other department, ensure a good sourcing plan in order to procure goods and services with good qualities and timely.
- Ensure that scheduling delivery and commercial conditions including lead time to delivery, guarantees, packing, transportation, quality, penalties and returns policies have been taken into careful consideration and meet the program requirements.
- Ensure that "Value for Money" has been taken as a core principle for all procurement activities



- Regular review the market, qualities of suppliers and come up with actions needed.
- Conducts regular review of Frame Work Agreement (FWA) and preferred list of suppliers and ensures that FWA is updated in due time and the list of preferred suppliers is updated at least semi- annually in order to maximize cost efficiency;

Warehousing and Stock Management

- Ensure valid documentation of all processes are follow by Save the Children standard policy and protocol
- Works closely with Finance Section and Programmes also relevant team members at offices to coordinate and manage regular warehousing in all locations where stock items are stored and managed by Save the Children.
- Ensures all SCI office, storage and warehouse facilities are properly maintained, insured, secured and SCI follows all health and safety regulations; oversees annual review and management of all property leases, utility and service contracts
- Ensures the reconciliation between TIM (Total Inventory Management System) and Agresso are done as per SCI requirements.
- Prepares, negotiates, renew/end assets and others insurance coverage
- Supervises and assists in obtaining all authorization and documentation required for duty-free importation of office equipment, vehicles, office supplies, personal effects, project suppliers, etc.
- Provide related trainings to Supply Chain staffs in regards to policy changes related Warehousing and Stock Management including basic training for system use.

Transport & Fleet Management

- Supervises the transport arrangements for SC consignments from Hanoi to other locations. Ensure transportation service providers strictly follow safeguarding and safety and security policies and procedures of SCI.
- Ensure modes of transport used by staff are safe, rented vehicles have safety standards.
- Monitoring fleet related matters including sourcing for rental and vehicle checklist is maintained and quarterly updated.
- Provide related training/updates to Supply Chain staff if there is policy/protocol change.

Staff Management

- Ensure that all team members understand and are able to perform their roles during normal operations setting and when in an emergency response.
- Manage the performance of all staff in supply management team through: Effective use of the Performance Management System including the establishment of clear, measurable objectives, ongoing feedback, periodic reviews and fair and unbiased evaluations.
- Coaching, mentoring and other developmental opportunities.
- Recognition and rewards for outstanding performance.
- Documentation of performance that is less than satisfactory, with appropriate performance improvements/ work plans
- Participate in organizing the overall country staff well-being, staff health and staff activities and capacity building events for cross-functions

Other Support Responsibilities

- Supports Finance Function in the consolidation of annual budget data and cash forecast with regard to Supply Chain items.
- Flexible and available for missions to the field for special support or supervision.
- Conducts regular monitoring visits to offices in the field, provides technical support and helps to build capacity of relevant staff, provide capacity building to partners when required.
- Ensure suppliers and drivers are well briefed or trained on our compulsory policies.

**BEHAVIOURS (Values in Practice)****Accountability:**

- Holds self-accountable for making decisions, managing resources efficiently, achieving and role modelling Save the Children values
- Holds the team and partners accountable to deliver on their responsibilities - giving them the freedom to deliver in the best way they see fit, providing the necessary development to improve performance and applying appropriate consequences when results are not achieved.

Ambition:

- Sets ambitious and challenging goals for themselves and their team, takes responsibility for their own personal development and encourages their team to do the same
- Widely shares their personal vision for Save the Children, engages and motivates others
- Future orientated, thinks strategically and on a global scale.

Collaboration:

- Builds and maintains effective relationships, with their team, colleagues, Members and external partners and supporters
- Values diversity, sees it as a source of competitive strength
- Approachable, good listener, easy to talk to.

Creativity:

- Develops and encourages new and innovative solutions
- Willing to take disciplined risks.

Integrity:

- Honest, encourages openness and transparency; demonstrates highest levels of integrity

QUALIFICATIONS

- Bachelor's degree in foreign trade, trade & economics. MA is preferable

EXPERIENCE AND SKILLS**Essential**

- Have sound experience in operating enterprise resource planning (ERP) for supply chain or procurement
- At least 7 years experience in supply chain and management, in a Manager level, preferably in international organizations, INGOs and/or bilateral organization
- Proven knowledge and skills in procurement and logistics
- Solid understanding of Vietnamese government system and international development
- Has the value for money mid-set with practical experience
- Has a growth mind-set
- Ability to well manage staffs and works as well as coordinate with other remotely.
- Proven knowledge and skills in staff management
- Good problem solving and negotiation skills
- Excellent interpersonal, communication and teamwork skills
- Excellent prioritization skill and ability to coordinate a variety of work activities
- Fluent English speaking and writing skills
- Good financial management skill
- Has strong sense for compliance
- Proven commitment to children's rights and equality of opportunity
- Good computer and IT skills

Desirable

- Knowledge of Vietnam development issues and NGO networks

Additional job responsibilities

The duties and responsibilities as set out above are not exhaustive and the role holder may be required to carry out additional duties within reasonableness of their level of skills and experience.

Equal Opportunities

**SAVE THE CHILDREN INTERNATIONAL
ROLE PROFILE**



Save the Children

The post holder is required to carry out the duties in accordance with the SCI Equal Opportunities and Diversity policies and procedures.

Child Safeguarding:

We need to keep children safe so our selection process, which includes rigorous background checks, reflects our commitment to the protection of children from abuse.

Health and Safety

The post holder is required to carry out the duties in accordance with SCI Health and Safety policies and procedures.

JD written by:	Date:
JD agreed by:	Date:
Updated By:	Date:
Evaluated:	Date: