

JOB DESCRIPTION

Job Title:	Spares sales Manager	
Company:	Full time - 40 hours per week	
Full or part-time role:	Supacat Ltd	
Main purpose:	To manage all aspects of support spares (inc. enabling contract agreements) and assigned Projects	
Issue & Date:	Issue 02	13 th October 2022

SC Group encompasses a group of companies within the UK and Australia who design, manufacture and deliver special purpose machines and equipment. As an employee within the Group of companies you should work as part of the team, be flexible in your approach to your work and fulfil any reasonable request to do tasks that may arise and is within your capability. However, the information below provides details on the key responsibilities of your role.

Key Areas	Key Responsibilities	Other Responsibilities
	<ul style="list-style-type: none"> Manage project interfaces with customers, providing primary point of contact Own the delivery or project critical success criteria for both the business and the customer. Own all aspects of Project Management for the day to day running of projects for which you are the nominated Project Lead Professional management capability requiring considerable independence in approach; make decisions, set priorities and deliver the project to budget and schedule. Management of spares orders through the business, ensuring that all internal stakeholders are informed and able to meet the commitments, in order to ensure on time, on budget delivery to all our customers. This activity starts with the acceptance of orders and completes with successful invoice and subsequent payment by customer Work with the Operations Dept to price parts in a timely manner, both in response to enquiries and pro-actively to update Enabling Contract price lists Review Quotations and Sales Orders prior to issue to customer's iaw Delegations and Approvals levels. Advise customers on spares procurement including but not limited to the identification of correct parts, economical buy quantities and appropriate packaging levels Contractual ownership & promote company awareness for projects/contracts; ensuring compliance is maintained and value generation opportunities maximised. To represent the business, when required to do so, in meetings with Customers and Senior Management. In conjunction with other stakeholders you will develop, implement, review, update and report on Spares scheduling with the associated commercial and financial documentation. Inc identification and communication of divergence from plan/budget 	<ul style="list-style-type: none"> To follow the company's procedures and policies including Quality, Health and Safety, Environmental, Equal Opportunities, IT and Security To ensure Personal Data is managed in compliance with company policy To be aware of commercial and customer security requirements, and maintain the appropriate level of confidentiality. This includes being eligible for Security Clearance Liaise and work with other SQEP within the wider company group for support and specialist advice Manage reporting (inc. KPIs) for the delivery of spares, To represent the business, when required to do so, in meetings with Customers and Senior Management. Effectively interface with other internal functional areas of the business that deliver product and services to the project / contract

Employee	Name:	Signature:
		Date:
Manager	Name:	Signature:
		Date:

PERSON SPECIFICATION

	Essential	Desirable
Work based competencies	<ul style="list-style-type: none"> Good communication skills. Basic understanding of the Military and Civil service structure and language. Basic understanding of contracts. Effectively communicates with customers and suppliers. Deals with problems and challenges efficiently and effectively Analysis and data input 	<ul style="list-style-type: none"> Knowledge of sales and bidding and project management processes.
Behavioural competencies	<ul style="list-style-type: none"> Wants to and does continuously improve and develop themselves (skills and behaviour) Strong decision making and problem solving skills. Share knowledge, coach, mentor and develop team members. Demonstrable high levels of positive Customer Care and associated confidentiality. Deals with problems and challenges efficiently and effectively Uses initiative and is self-motivated. Proactive not reactive. Work towards and implementation of best practice. 	
Qualifications & experience	<ul style="list-style-type: none"> Working in an office environment Excellent Literacy/Numeracy skills. Competent user of Microsoft Office, Word, Powerpoint and Excel. Competent user of the Internet and Web Sites. Customer service experience 	<ul style="list-style-type: none"> Product or project management experience
Organisational fit	<ul style="list-style-type: none"> Implement team initiatives. Able to work on an outcome related performance system. Embraces and promotes the culture and values of the organisation To work as part of a wider team using the skills and knowledge others bring to the table 	

