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Key Responsibilities and Tasks:

**Overview of Role:**

The primary function of this position is to manage all assigned queries, issues and task until resolution thereby assuring:

- Tests sites do not run short of supplies
- Tests are collected and delivered to labs for processing in the quickest possible time

**Responsibilities:**

- Managing all assigned incidents until resolution
- Managing all assigned queries until resolution
- Update and distribution of TSS documentation
- Update and distribution of key program performance metrics
- Monitoring and reacting to all alerts on the MI System (tableau)
- Management of assigned outbreak requests until resolution
- Management of assigned reverse logistics queries until resolution
- Management of assigned lab diversions until completed
- Input into the daily allocations process for all assigned supply related incidents
- After hours support of task/incidents related to other SC&L functional areas
- Compilation and distribution of assigned salesforce reports
- Compilation and distribution of assigned pilot site communications
- Consolidation and distribution of assigned critical SC&L communications out to test sites
- Ensuring that all tasks/incidents and queries is logged and kept up to date in JIRA
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**Basic Qualifications:**

- 5 years supply & logistics experience in a similar environment
- Exposure to incident management methodologies
- ITIL/SIGMA training is an advantage


**Key Personal Qualities**

- Flexibility & Adaptability
- Ambition, drive and commitment
- Effective communication and good listening skills
- Being well organized and self-disciplined including the ability to keep focused
- Being able to identify and facilitate problem solving
- Decision-making capability
- Being respected by peers and management

**Key Performance Indicators**

- Accuracy and timely distribution of reports
- Post test logistics turn around times
- Incident turn-around times
- Accuracy and timeliness of courier bookings, collections, deliveries and diversions
- Quality of information recorded in Jira

(30/03/2021)

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**Generic:**

- Ensure that you understand and comply with Health & Safety at Work regulations.
- Ensure that all tasks within your areas of responsibility are carried out in a safe manner and as set out in the relevant procedures and work instructions. Obligation to report to your Line Manager any matter of concern regarding health & safety.
- Recommend improvements to meet the overall business standards for processes and systems.
- Willing and capable of communicating across all levels of the business as required.

*(30/03/2021)*