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## Supply Chain Manager

**Job title:** Supply Chain Manager

**Function:** Responsible for leading sourcing, supplier management, and process improvement across the Tower Cruise operation.  
Ensuring product availability, supplier performance, and supply chain compliance across Tower Cruise.

**Lines of Communication:**

- Upwards – CO-CEO
- Laterally – Operations Team including logistics, customer support, order processing, import/export, warehouse and distribution.
- Downwards – Procurement Specialist

**Hours of work:** 40 hours a week, Monday to Friday.

### **Duties:**

- Deliver stock availability and order fulfilment at the highest possible service levels.
- Responsible for meeting and exceeding relevant KPIs, such as OTIF (On Time in Full), SLOB (Slow moving and obsolete) and MoH (months on hand of inventory).
- Manage working capital through optimisation of stock levels and minimisation of excess stock without compromising service.
- Setting the stocking strategy for inventory levels reflecting usage, MOQs, EOQs, price breaks, Customer CCSQ.
- Responsible for implementing stocking and ordering decisions and needs from S+OP (Sales and Operation Planning) meetings.
- Responsible for completing and maintaining the data for the portfolio of live products – maintain data such as costs, suppliers, product lifecycle, product group, lead times, CCSQ (Customer-committed stock quotes) alternatives and substitutions etc.
- Manage data and fulfilment to execute the above duties in a timely, professional and efficient manner.
- Develop reports, strategies and processes to simplify and deliver best practice and year on year improvements and cost savings.

- Maintain the relationship with current suppliers
  - Organise and attend meetings internally and externally
  - Be a point of escalation for solving supplier issues
  - Supplier scoring and development
- Provide cost and usage analysis and insightful information to support and enable strategic decision making.
- Work with supply partners, customers, and wider business to strengthen the current offer through utilising all available usage information and intelligence.
- Being a partner to the divisions. Understanding their needs and strategies.
- Reporting on progress to all levels of the business.
- Ensure all supply chain activities comply with relevant regulations and standards.
- Track supply chain performance using metrics and KPIs, identify bottlenecks, and implement process improvements to enhance efficiency.
- Ensure all essential tasks assigned to you are completed daily, weekly, and monthly as required. Carry out any other additional duties that may be required from time to time.

### Skills and Experience

- Experience working in FMCG wholesale distribution preferred.
  - Strong skills in inventory and logistics management.
  - Experience with managing multiple warehouses both within the UK and overseas.
  - Proven experience with overseas 3PLs.
  - Proven experience working with global distribution models
  - Experience working with a broad range of SKUs.
  - Experience of working with items that have varying lead times.
  - Able to evidence crucial cost savings in current/previous roles.
  - Familiar with working alongside a vast number of suppliers.
  - Strong verbal and written communication skills for interacting internally and externally.
  - Excellent data analysis and reporting skills.
  - Excellent communication and problem-solving abilities Identifying and resolving issues that arise during the fulfilment process.
  - Technically proficient and familiar with warehouse management systems (WMS) and other fulfilment technologies.
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- Ability to plan and organise workflows to ensure smooth and efficient operations.
- Consideration of the environmental impact of supply chain activities to meet sustainability targets.

**Personal Attributes:**

- Astute with a strong financial and commercial understanding
- Able to anticipate and to identify and manage risks within the supply chain.
- Ability to retain a calm demeanour and operate effectively in a high-pressure, deadline-driven environment.
- Customer focused; obsessed with delivering exceptional customer service.
- Ability to build strong relationships across multiple teams, on and offshore
- Positive with 'a can-do attitude'

Last updated: November 2025