



## JOB DESCRIPTION

JOB DESCRIPTION CREATION DATE:	May 2021
POSITION:	Logistics Services Team Supervisor
BUSINESS UNIT:	Almac Clinical Services
LOCATION:	Craigavon
REPORTING TO:	Logistics Services Group Manager
RESPONSIBLE FOR (PEOPLE):	Logistics Services Co-ordinator (CR) Logistics Services Administrator

### OVERALL ROLE OBJECTIVE:

The Logistics Services Supervisor will assist in delivering the provision of Logistics Services offerings. These will be achieved by utilising trained staff, executing controlled procedures, whilst using third party shipping solutions and providers as agreed with the Logistics Services Manager.

This will include supporting the following:

- Maintain key relationships with internal and external customers
- Provide Logistics technical expertise to internal and external customers
- Management of the departments administration tasks including drug returns, arranging shipment transfers and supporting the Finance team with respect to approving 3<sup>rd</sup> party invoices
- Ensure Import compliance when Almac is named as the Importer of Record
- Continuously improve the processes so as to improve efficiency and effectiveness throughout the entire process.

The Logistics Services Supervisor will be responsible for ensuring the Logistics Services team provide excellent internal and external customer service and will report performance based on agreed KPIs. The post holder will be accountable to the customer for achieving the agreed KPIs on an ongoing basis.

### JOB SPECIFIC RESPONSIBILITIES:

The post holder will work alongside and support the following:

#### Transport Services Vendor Management

1. Ensure the maintenance of Technical Agreements and Service Level Agreements with freight transport providers.
2. Coordinate with all parties in chain of custody to ensure all relevant insurance is in place to cover potential risks of loss or damage.
3. Under the guidance of the Distribution Managers, provide clear guidance to the Distribution and Project operational teams, as to the best use of which freight transport providers and shipping solutions are utilised in order to maximise the commercial agreements.

4. Provide guidance on courier selection to internal and external customers, including maintenance of Courier Decision Trees.
5. Manage the freight transport provider's operational performance through the achievement of agreed KPI's. Identify any quality trends ensuring corrective actions and preventative measures are put in place to eliminate recurring problems.
6. Liaise with approved freight transport providers to ensure most cost effective and efficient service including integration is being provided to meet customer requirements.
7. Ensure KPIs are reported globally for Global transport providers.
8. Co-ordinate Global transport account information locally and globally.
9. Review and analyse shipping lanes and advise Distribution Management of the country requirements including timelines ensuring full optimisation of the supply chain in order to avoid any potential patient impact or unnecessary delays
10. Assist in determining the best temperature controlled shipping systems and couriers that should be used to handle temperature sensitive material.
11. Develop protocol specific Distribution strategies to evaluate risk, cost & efficiency to maintain standard turnaround times.
12. Work with operational staff and the freight transport providers, based on the Implementation of robust processes to reduce/eradicate customer and business Impacting operational issues.

### **Import & Export Centre of Excellence & Global Control Tower**

13. Subject Matter Expert (SME) on the following:
  - Import and Export Country shipping regulations
  - Drug Return's Process
  - Direct to Patient
14. Maintain a centrally available global database for all Global Control Tower information pertaining to country specific distribution for Clinical Trial Material including comparator drug requirements
15. Provide additional support, in addition to the information available in the Global Control Tower database, by providing insight and clarification on the requirements to both internal and external Customers.
16. Maintain industry knowledge through training and support of the all services.

### **Quoting & Cost Management**

17. Maintenance of Almac courier rate card for freight services and products.
18. Ensure the strategy and quoting process reflects the optimum courier choice and shipping solution recommended for all shipping lanes across different shipment types

19. Assist in the generation and maintenance of budget management tools which allow the freight budget for each quote to be analysed against actual and variances explained to the customer.
20. Provide revenue opportunity for Clinical Services and report to Finance team to ensure customer billing for all Logistics billable activities.

### **Customer Facing**

21. Represent Logistics Services in all forms of meetings with the customer relating to the distribution processes for the efficient and risk based approach to distribution protocols
22. Generate quality documentation to facilitate the logistics and distribution processes in terms of change requests, quality incident reports, or technical queries.
23. Providing technical support to the Distribution Operational & Project team when necessary
24. Maximise efficiency through successful time management and the ability to prioritise daily activities independently.
25. Fulfil any necessary administrative duties as per the logistics processes as required
26. Maintain key relationships with internal & external clients, logistics & regulatory agencies.
27. Work with Global teams to ensure compliance & standardization of global logistics guidelines. Manage & provide training, directions, problem solving & professional advice.

### **Administration**

28. Plan Logistics Services resources to meet the demands of the department, meeting the required turn-around times.
29. Identify recruitment and training needs in the Logistics Services Department and implement appropriate training programme as necessary.
30. Assist and mentor the team in arranging shipment transfers and drug returns.
31. Responsible for ensuring all vendor invoicing is accurate and aligned with agreed rates. Any discrepancies must be resolved and approved in a timely manner.
32. Ensure the accuracy of import documents to ensure correct and accurate information is entered with HMRC.

### **Quality**

33. Maintain all Standard Operating procedures and ensure all work is covered by a global or site specific procedure.

34. Maintaining good working relationships within the Logistics department and with all other departments in the division.
35. Maintenance of Health, Safety, and Hygiene standards in the department to conform to Good Manufacturing Practices and current Health & Safety regulations.
36. Reviewing and updating all Standard Operating Procedures in the distribution department.
37. In conjunction with Quality ensure that all vendors are audited and approved status globally.

**During periods of high volume work requests this role will require additional coverage beyond normal working hours and it is a condition of your employment that you are able to fulfil this requirement of the role.**

## GENERAL ROLE RESPONSIBILITIES:

<b>Quality</b>	Ensure GMP is adhered to in all areas of work.
<b>Health &amp; Safety</b>	Understand Company's Health & Safety Policy and follow all company HSE procedures. Report all accidents or any unsafe conditions in the work place.
<b>Training and Development</b>	Ensure training has been received before undertaking specific duties and that all training is recorded in training records.
<b>Human Resource Management</b>	Adhere to all HR policies and procedures, to include all absence policies and procedures.
<b>Communication</b>	Communicate within your own department to ensure that all relevant information is forwarded to the appropriate personnel on a regular and timely basis. Provide regular updates to your line manager regarding progress on required duties and the status of any projects.
<b>Equal Opportunities</b>	Observe and adhere to the company's Equal Opportunities and Dignity at Work policies ensuring that a neutral and harmonious work environment is maintained in which bullying and/or harassment does not occur.
<b>Core Competency Framework</b>	Ensure that all job specific responsibilities relating to the overall role objective are carried out in accordance with the requirements outlined within the Almac core competency framework.

**By signing this Job Description I accept that I have received and read the Job Description and have accepted the responsibilities identified therein.**

EMPLOYEE'S SIGNATURE:

PRINT NAME:

DATE:

This job description should not be regarded as conclusive or definitive. It is a guideline within which the individual jobholder works. It is not intended to be rigid or inflexible and may alter as the Company's strategic direction changes.



## PERSON SPECIFICATION

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	ESSENTIAL REQUIREMENT	DESIRABLE REQUIREMENT	ASSESSMENT METHOD
<b>QUALIFICATIONS</b>	<p>Third level qualification</p> <p><b>OR</b></p> <p>Previous extensive experience in a clinical customer facing Logistics/distribution role</p>	<p>Third level qualification in a Science, Logistics/Transport or Business Management related discipline</p> <p>Qualification or previous training within a logistics/transport related discipline</p>	Application Form and Documentary Evidence
<b>EXPERIENCE</b>	<p>Previous experience within a Clinical customer facing role</p> <p>Extensive knowledge in International Logistics, including import/export regulations, control drug requirements, temperature control shipping, customs brokerage and courier management</p> <p>Previous responsibility for prioritisation and allocation of work in accordance with customer requirement</p>	<p>Knowledge of GMP or GDP</p> <p>Knowledge of Quality Systems</p> <p>Previous experience within a computerised order processing environment</p> <p>Supervisory experience</p>	Application Form and Interview
<b>KEY SKILLS</b>	<p>Ability to compile narrative reports of exceptional standard (in terms of both content and format)</p> <p>Previous experience in the identification and creation of work instructions in accordance with customer requirement</p> <p>Proficiency in the use of Microsoft Office packages</p> <p>Excellent verbal and written communication skills with the ability to communicate effectively with both internal and external customers at all levels</p> <p>Previous experience in developing and analysing KPI's for internal and external customers</p> <p>Ability to work effectively both as part of a team and on own initiative</p> <p>Proven time management skills</p>	<p>Knowledge of shipping Dangerous Goods</p> <p>Ability to demonstrate initiative towards improving procedures within the boundaries of GMP and SOPs</p>	Interview

	Proven problem solving ability		
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## ALMAC CORE COMPETENCIES

COMPETENCY	BEHAVIOUR	ASSESSMENT METHOD
<b>RESULTS DELIVERY</b>	Delivers results on time, within constraints and in line with company policy and procedure and organisational strategy. Demonstrates a continuous drive for quality and a commitment to excellence.	Interview
<b>PROACTIVE SOLUTIONS</b>	Analyses and uses experience and logical methods to make sound decisions which solve difficult problems. Seeks practical/workable and innovative methods to deliver solutions.	Interview
<b>LEADS BY EXAMPLE</b>	Promotes a clear vision and mission. Acts as a positive role model for the organisation, fostering a climate of teamwork and development.	Interview
<b>COMMUNICATION</b>	Communicates clearly and effectively. Promotes the exchange of ideas and information across the organisation. Fosters dialogue to ensure everyone understands what is going on.	Interview
<b>CUSTOMER FOCUS</b>	Strives to exceed the expectations and requirements of internal and external customer; acts with customers in mind and values the importance of providing high-quality customer service.	Interview
<b>JOB SPECIFIC KNOWLEDGE</b>	Demonstrates required job knowledge and understanding to successfully and competently fulfill or exceed the requirements of their post. Follows correct procedures and guidelines (SOPs). Proactively demonstrates a desire to enhance and develop their job knowledge.	Interview