

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>8BF</b>	<b>Role Title</b>	<b>Supply Manager</b>
<b>Grade</b>	PS8	<b>Reports to (role title)</b>	<b>Operational Support lead officer</b>
		<b>Directorate/School</b>	<b>Fire &amp; Rescue</b>
<b>JE Band</b>	269-313	<b>Service/Department</b>	<b>Logistics</b>
		<b>Date Role Profile was created</b>	<b>Jan-25</b>

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

<b>Role Purpose</b> including key outputs	To plan, lead and manage the work activities and supervise the day-to-day running of the Service central stores to ensure a cost effective and efficient supplies/stores, delivery and collection service ensuring the continuation of supplies to support all Surrey Fire and Rescue Service (SFRS) fire station locations and departments.
<b>Work Context</b>	<p>The stores/supply department provide essential operational equipment for front line appliances as well as workwear, uniform, community safety protection/prevention equipment, first aid, janitorial, stationery supplies and consumables for Fire Stations and all Fire and Rescue Service teams and locations.</p> <p>The role holder will manage the assessment requirements to maintain optimum stocks levels and ensure the accuracy, integrity, and security of all commodities held in the central stores, and will assist in the development and implementation of delivery of supply services ensuring continual improvements, including the supervision of the supply officer and driver.</p> <p>They will ensure the provision of effective communications by operating a professional customer service to SFRS personnel, other fire services, SCC departments and suppliers/contractors with any enquiry regarding items of equipment, stock holding, orders and procedures in order to maintain the professional image of the Service and to deliver services within the SCC Values.</p> <p>Contribute to the maintenance of a healthy, safe and productive working environment by monitoring the environment and ensuring compliance with the standards of health, safety and security required by the Service.</p> <p>The role holder needs to be reasonably physically fit and healthy as the role will require frequent lifting, loading and unloading while receiving and dispatching deliveries, picking, packing, and putting away stock items.</p> <p>There will be occasions when the post holder will be required to drive using a large sized van [eg Mercedes Sprinter], and also support the wider logistic team vehicle movement operations, thus the requirement for a category C1 driving licence.</p>
<b>Line management responsibility</b> if applicable	Supervision of Stores Driver, and may have line management responsibility for, a small team.
<b>Budget responsibility</b> if applicable	Indirect budget monitoring, providing advice and recommendations to ensure best value across the supply chain

<p><b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family</p>	<p><b>Analysis, Reporting &amp; Documentation</b></p> <ul style="list-style-type: none"> <li>• Prepare and analyse management information, including financial reports / project plans, recommending actions as appropriate.</li> <li>• Maintain, develop and review business support systems, processes and procedures to secure a quality, cost effective service and continuous improvement.</li> </ul> <p><b>Service Delivery</b></p> <ul style="list-style-type: none"> <li>• Deliver a range of specialist services advising and assisting customers in area of expertise, to maximise service quality, efficiency and continuity.</li> <li>• Maintains knowledge of the organisation's current systems, policies and procedures.</li> <li>• Resolve issues/queries independently, recommend alternative solutions if unable to assist, and ensure efficient, day-to-day customer service is delivered.</li> </ul> <p><b>Planning &amp; Organising</b></p> <ul style="list-style-type: none"> <li>• Monitor service objectives and standards within own area of work to ensure effective service delivery.</li> <li>• Plan and prioritise own work activities for the months ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed.</li> </ul> <p><b>Finance/Resource Management</b></p> <ul style="list-style-type: none"> <li>• Assist budget/resource management in accordance with the organisation's policies and procedures.</li> <li>• Maintains, develops and reviews financial support systems, processes and procedures.</li> </ul> <p><b>Work with others</b></p> <ul style="list-style-type: none"> <li>• Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service.</li> <li>• Undertake and coordinate projects and reviews in a defined area of activity to support and enhance service delivery.</li> </ul> <p><b>People Management</b></p> <p>Either:</p> <ul style="list-style-type: none"> <li>• Manage staff, allocating and prioritising their work and manage performance to secure efficient service delivery.</li> <li>• Oversee the work of others as the most experienced team member.</li> </ul> <p>And/Or:</p> <ul style="list-style-type: none"> <li>• Operate as an individual maintaining and improving operational efficiency and quality of service of own area.</li> <li>• May be recognised as the main point of contact for a particular specialised process, system or procedure or for a senior member of staff.</li> </ul> <p><b>Duties for all</b></p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p><b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b></p>	<ul style="list-style-type: none"> <li>• Educated to 'A' level standard, or able to evidence ability at an equivalent level.</li> <li>• Professional business qualification to NVQ Level 4, or able to evidence knowledge and understanding of appropriate business disciplines; willingness to study for a relevant professional qualification if appropriate.</li> <li>• For some roles a relevant degree may be required.</li> <li>• Excellent IT skills.</li> <li>• Excellent written and oral communication skills with the ability to build sound relationships with customers, adapting styles to different situations.</li> <li>• High level administrative/organisational and analytical skills.</li> <li>• Ability to manage a range of projects through to completion.</li> <li>• Effective interpersonal, influencing and negotiation skills.</li> <li>• Practical experience and understanding of business supporting service teams and/or providing support to the public (where appropriate).</li> <li>• Experience of leading a team (where appropriate).</li> </ul>

<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<ul style="list-style-type: none"> <li>•Experience of working in a stores / warehouse / logistics / distribution environment.</li> <li>•Have knowledge of manual handling regulations and confidence in safe manual handling procedures.</li> <li>•Excellent written and oral communication skills with the ability to build sound relationships with customers and service users.</li> <li>•Previous experience of working in a large, multi-site organisation.</li> <li>•Experience of leading a team.</li> <li>•Have excellent interpersonal skills to work co-operatively and flexibly as a member of a team, and to liaise effectively with staff at all levels.</li> <li>•Can work with accuracy, plan and prioritise work with the ability to adapt to changing situations and an understanding of using stock management systems as well as competence in general office IT tools such as Excel, Word and Outlook.</li> <li>•Have a “can do” attitude and can work to resolve issues independently when appropriate.</li> <li>•Experience liaising with internal and external clients to resolve issues satisfactorily.</li> <li>•Understanding and commitment to SCC’s values including equality and diversity.</li> <li>•Have experience of driving large vehicles, planning, and adapting routes, and making multiple daily deliveries.</li> <li>•Current full clean UK driving license [category C1], no previous driving disqualifications.</li> <li>•Excellent knowledge of Surrey geography and major road layout.</li> </ul>
<b>Role Summary</b>	<p>Roles at this level may manage a straightforward operational activity or small team, provide specialist support services or they may be in the second year of a professional career development role. They have in-depth knowledge of methods, systems and procedures and possess practical understanding in one or more disciplines, for example finance, HR, communications, facilities, procurement. They are often process ‘experts’ seeking to deliver maximum efficiency within a defined process. A thorough knowledge of their own area or discipline is required although overall supervision from a more experienced professional is in place. They work collaboratively with customers, staff, partner organisations, agencies and/or contractors and play a major role in maintaining quality standards and/or engaging in project management.</p>
<b>Reference Number</b>	<p style="text-align: center;">BM-2025-016</p>