ROLE PROFILE

Role Title: Manager Sales Support & Logistics

Reporting to: Senior Director – Consumer Sales

Business Unit: Sales & Services

Department / Section: Consumer Sales / Sales Support & logistics

A. ROLE & CONTEXT

Purpose:

This role is responsible for supporting the Consumer Sales teams by ensuring all supporting functions such as credit checks & Issuing of stocks, branding in channels, municipality approvals to run the operation, design , roll out & maintenance of shops, reports & commission payments, application verifications, managing the paperless activation solutions and all other logistics support is provided

Context/ Background:

Ooredoo's Consumer Sales department is a critical part of the company's first line customer facing activities for all consumer sales and have a significant role to play in long term business value creation through achievement of sales revenue, profit and customer satisfaction as defined in the annual business plans.

The sales support and logistics team is responsible for ensuring that the required product stocks are distributed and are available for sale at respective consumer Point of Sales at the right time and thereby contribute to the increase in revenue through consumer sales.

B. ROLE ACCOUNTABILITIES

- Ensure adequate stock levels are maintained to support all Consumer Channels. This includes SIMs, recharge cards, E-Vouchers, Devices and gift items for mass market activities
- Coordinate with all distributors for the supply of E-Voucher stocks and to ensure stocks are managed to support these channels. This will include maintaining buffer stocks issuing stocks to Distributors through the secured links,
- Ensure all postpaid applications from the channels are received, verified and send to archives so to ensure timely payment of commissions to partners
- Ensure timely generation of reports, necessary approvals are obtained and partner payments are as made per agreed SLAs
- Ensure that the credit terms are managed and the regular and timely distribution of recharge cards, e-vouchers and SIMs.
- Coordinate with marketing and suppliers to maintain buffer stocks of marketing material to all channels
- Coordinate with all channels to forecast, procure and maintain buffer stocks of gift items for market activities
- Manager the paperless hala activation solution by ensuring tablets are properly registered and issued to the channels, monitoring the activation efficiency & taking corrective action and also coordinating the after sales service for the devices
- Monitor government approval process to ensure minimal lead time in visual merchandising installation & also Installation of co-branded sign boards which involves coordinating with the merchandising teams and suppliers

- Ensure all other government approvals required to run the consumer operation are obtained and timely renewed to run a smooth operation. Manage the database to the same.

- Coordinate to develop the design for shops, the installation of fit-outs and audio visual equipment and the branding of shops as and when required

- Work with marketing, procurement and the buildings department to select the right partners and ensure all shops, shop in shops, co-signboards and branding areas are well maintained

- Coordinate with all stakeholders to ensure all technical elements in the channels are maintained periodically.

- Ensure all Audio Visual systems in shops are updated with the required branding elements from time to time by working with marketing

- Coordinate with marketing and the products teams to ensure new services, promotions, any changes are well communicated to all staff within the channels so they are up to date with information

- Manage the coordination externally and internally in support of automating the back office functions such as the commission systems, stocks management of Electronic vouchers and the reporting systems

- Develop, manage and control the unit budget ensuring that there are no slippages and undertaking corrective actions should this be the case.

- Manage, motivate, appraise the team in order to ensure they are adequately trained and motivated to deliver the highest level of performance across the areas they support

- Support inventory and logistics manager in efficient team and vendor management.

- Lead automation initiatives to enhance efficiency in payments monitoring, activation and visual merchandising,

- Manage the commission system which will involve data entry on application received. Running of reports for payment of commissions.

- Obtain necessary approvals, generating the necessary requisitions and following up payments within agreed timelines.

Business Impact

- The role has an important role to play in supporting all consumer sales channels to function well in acquiring and maintaining customers. Non-performance of any of the key areas may severely affect the functioning of the channels.

Costs & Profitability

- There is no direct impact on revenue as this is a non-revenue generating unit. However there could be significant impact on the channels not been able to function if the appropriate support is not provided
- Optimize resources and identify cost saving in operations.
- Plan and manage operating expenditure within approved budget.

Problem Solving

- Independently resolves issues in relation to day to day activities within own team. More complex problems would be resolved in consultation with superior.
- Ensures all issues are reported timely and accurately, and ensure all issues are solved within permitted timeframe.
- Implement budgeting frameworks to review budgets and suggest corrective actions.

Planning & Organizing

- Plan and organize the budgets required for the function of all channels. This includes forecasting commission payments, gift items required, marketing collateral required, maintenance cost required etc. and will be required to closely coordinate with the planners
- Plans and organises all processes within the support function unit to ensure the effective execution
- Undertakes planning for all new project implementation
- Manages the delegation of work throughout the unit to ensure its timely delivery
- Monitor team performance in line with department/BU scorecard.

C. KEY RELATIONSHIPS & DECISION MAKING

Team working, Coaching/Development & Leadership (Coaching & Leadership applicable to people managers)

- Manages, coaches and develops own team to ensure the highest level of performance at all times.
- Ensures own team are provided with appropriate training and development opportunities and that the learning is implemented.
- Works as part of the management team within the Consumer Sales Department.
- Forms cross functional teams in order to provide support services effectively and efficiently

Communicating, negotiating & influencing

- Establish and manage multiple cross-functional relationships, coordination and communication lines with all units in the function and across Ooredoo.
- Communicates across the Sales & Service BU at all levels.
- Communicates effectively with Retailers, Distributors and Premium dealers.

Decision Making

- Decisions are typically around day to day operations of the unit and are made independently. They may relate to calculating commissions, provision of data, collation of results, processing orders and managing logistics etc.
- More complex or strategic decisions will be made in conjunction with the senior management team.
- Operational decisions to improve methods and procedures

D. KEY PERFORMANCE INDICATORS (KPI) - (To measure and monitor the performance of the role in the context of the Section/Department's activities)

- Inventory Levels at all POS
- Number of Replenishments made
- Timeliness and Accuracy of Consumption Forecasting
- % of Store fit outs within agreed timelines
- Automation led cost savings and efficiency improvements
- Vendor Performance in Outsourced areas

E. EXPERIENCE, QUALIFICATIONS & SKILLS

ROLE PROFILE

Minimum Experience & Essential Knowledge	**Minimum Entry Qualifications**
• 10 years of prior experience in a similar industry. • Experience in B2C Distribution Models, Inventory Planning & Forecasting • Demonstrated experience in MIS reporting and analysis. • International/ multinational experience a plus • Experience of business unit strategy creation and business planning • Sound knowledge of Sales Team Management. • Knowledge of Incentive/commission schemes.	• Bachelor's Degree in Management • Advanced degrees (Masters, MBA) preferred

SKILLS Technical (job related) & Non-technical:

- Strong negotiations skills
- Problem solving & decision making
- Skilled in managing across a dispersed team of business stakeholders; strong selling skills
- Leadership & management
- Strong team leader and ability to develop the team's capability and skill
- Influence & persuasion.
- Organisation awareness.
- Planning & organising.
- Results orientation.
- Customer focus
- Communicating Effectively
- Relationship Building

APPROVAL:

Line Manager :	**Department Head**:	**Compensation Team**
Date: ___/___/____	Date: ___/___/____	Date: ___/___/____