

# Head of Supply Chain UK & EMEA

## ROLE PURPOSE

As a senior Director of Instant, you will be developing and leading a Supply Chain Management function for a business that is growing rapidly, ensuring commercially viable solutions for Instant and our clients whilst delivering competitive differentiation through exceptional solutions, performance and price.

You will be responsible for developing and delivering supply chain strategy, sourcing new suppliers, driving continuous performance improvement across the supply chain and the procurement of goods and services on a regional basis (and assisting your colleagues in APAC and the US as required).

Your role will create competitive advantage by enabling value across the whole supply chain for the business through innovative operational delivery, thought leadership and strategic partnerships.

## KEY RESPONSIBILITIES

- You will build win/win relationships with external business partners to drive increased customer loyalty, accelerate revenue growth, improve profitability and reduce working capital. As our client revenue increases you will constantly look for opportunities to leverage this effectively.
- You will also look to develop the Supply Chain function to be a key strategic differentiator in how we solution and deliver services to our clients.
- Working with our Business Development and Executive leadership team, we are looking to build a Supply Chain platform that acts as a competitive advantage for Instant when building solutions for our clients. The ability to act and think strategically in the development of this differentiated platform will be key.
- Working with our operational teams, you will increase supply chain agility and responsiveness by improving supplier performance, aligning the supply base with each business model and improving supplier collaboration.
- Lead a Supply Chain team - provide resources, coaching and developmental support to create an engaging work environment. Work collaboratively and cross-functionally as one team to understand and align priorities and resources to support efficient and effective execution of projects and objectives
- Build a competitively sourced supply chain using best practice procurement and supplier selection to meet business model needs, fill supply chain gaps and bring new innovative products to our clients
- Be innovative and take leadership in the creation and delivery of a digital supply chain infrastructure that links through to wider digital initiatives across the firm.
- Track all sourcing and procurement related projects and identify new opportunities for value creation ensuring both Instant and their clients are getting best possible value from the supplier base
- Undertake client due diligence and analysis to identify how Instant could add value and drive savings for clients from their supplier base, presenting findings and solutions to the client as part of the Instant sales process.
- Develop a deep global knowledge of suppliers, industry trends, emerging markets and technology, building this knowledge into supply chain strategies and client-facing pitches and case studies
- Manage the entire lifecycle of sourcing and procurement projects, from planning and bid preparation to budget/forecasting, negotiation, invoicing and reporting. Projects may include developing or consolidating existing/new supply chains for rapidly growing new or existing clients

## BACKGROUND AND EXPERIENCE

To succeed in this role, you will need to demonstrate a strong international background within both procurement and broader supply chain management. You will need to be customer facing and have experience of designing and implementing global solutions for customers.

- The ideal candidate should be capable of strategic leadership but is happy to roll their sleeves up and be able to demonstrate that you have worked closely with clients, business development and operational teams acting as one team.
- You will need to have excellent communication skills, stakeholder management and influencing experience, great supply chain knowledge and strong commercial and contractual aptitude.

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**Job Description**  
**[Head of Supply Chain UK & EMEA]**

- Sound knowledge and experience of Facilities Management and commercial property capital (fit out) & operating expenditure is critical.

## **KEY SKILLS AND COMPETENCIES**

This role involves having the following key skills and competencies, namely:

- CIPS qualified with a bachelor's degree, ideally in business, supply chain, operations or related field
- Leadership - demonstrated leadership skills including growth and development of teams
- Excellent communication skills - with the ability to effectively engage and influence at all levels of both an internal and a client's organisation
- Experience in FM/PM supply chain leadership
- Strong negotiation skills
- Supply chain acumen – proven development and execution of supply chain strategies to achieve optimal results that are quality, delivery, price and service driven and are compliant with corporate policies
- Project management - reviews and approves teams' project plans, oversees project execution, balances projects between short and long-term focus, secures alignment with cross-functional partners
- Regional/global business strategy - demonstrates deep UK & EMEA-wide knowledge of suppliers, industry trends, emerging markets and technology, builds this knowledge into supply chain strategies and client-facing pitches and case studies. Have demonstrated experience driving strategies to deliver lasting results
- Problem solving - identifies/anticipates potential problems, supports root cause analysis, evaluates robustness of corrective action plan and oversees plan implementation
- Relationship management - creates collaborative environment with clients and cross-functional partners, assures regular/appropriate two-way communication flow, builds/maintains relationship with industry peers and suppliers
- 7 to 10 years of increasing responsibility in the areas of supply chain, procurement, sourcing, including supervisory experience

# Working at Instant

## About The Instant Group

Founded in 1999, The Instant Group is a workspace innovation company that rethinks workspace on behalf of its clients injecting flexibility, reducing cost and driving enterprise performance. Instant places more than 7,000 companies a year in flexible workspace such as serviced, managed or co-working offices including Sky, Network Rail, Capita, Serco, Teleperformance, Worldpay, and TMF making it the market leader in flexible workspace.

Its listings' platform [Instant Offices](#) hosts more than 12,000 flexible workspace centres across the world and is the only site of its kind to represent the global market, providing a service to FTSE 100, Fortune 500, and SME clients. With offices in London, Newcastle, Berlin, Haifa, Dallas, New York, Miami, San Francisco, Hong Kong, Sydney, Singapore, and Kuala Lumpur, The Instant Group employs 230 experts and has clients in more than 150 countries. It has recently been included in the 2018 Sunday Times' HSBC International Track 200.

## A business is only as good as its people

It's not all noses to the grind-stone though; Instant is a fun and dynamic place to work, where colleagues support one another and where the next social event is always just round the corner. We have been rated as one of the best small companies to work for and as one of the top companies with the fastest-growing international sales by the Sunday Times and are committed to continuing to make Instant a great place to build a career.

Instant is a values-driven organisation. We adopt and live by our values:

- We are passionately client focussed 24/7, 365
- We operate with integrity and a sense of fun
- We build long term client relationships based on trust
- We question convention with the desire to improve performance
- We collaborate in teams to create solutions that solve client problems
- We strive for excellence in all that we deliver
- We attract and develop the most talented people

We are a fast growing business with an exciting and vibrant atmosphere, where staff are encouraged to think for themselves and are rewarded for contributing to our success.

To support our ambitious growth plans, we want to attract and develop the best people – resourceful, committed individuals with relevant experience and a client-centric mind-set.

## The details

We pay market salaries and the right person will be offered a package according to their experience.

You will be based at our head office at the Blue Fin Building in Southwark but may be required to work on a client site. The building boasts amazing views over London with café, coffee shop, roof terrace and paid gym in the basement.

The area itself (Bankside) is one of the oldest parts of London – entrepreneurs, artists and revellers have flocked here for almost 2,000 years. It is one of London's most vibrant areas, with a heady mix of culture, foodie delights, attractions and architecture. Bankside was once known as London's larder, it's a title that lives on today in the fresh produce of Borough market and the wealth of fine restaurants, pavement cafes and shops surrounding it.

You will work 9am to 6pm Monday to Thursday and 9am to 4pm on Fridays.

## For more information please contact Alice Mitchell:

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