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| **Job Title** | **Head of Finance – Customer Service & Logistics** |

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| **Reporting to**  | GB Finance Director |
| **Business Unit** | C&C GB |
| **Department**  | Finance |
| **Location**  | Any Group GB Location |
| **Travel Requirements (if applicable)** | Travel to all Group locations and others as & when required  |

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| **Role Summary**  |
| * Supporting the Customer Service & Logistics (CS&L) Director to deliver the performance targets for the CS&L department
* Leads the CS&L finance team in providing insightful financial analysis and develops a robust reporting and control framework to help deliver sales and profit targets
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| **Key Accountabilities**  |
| * Lead the development of financial policies, guidelines and controls across CS&L to maximise efficiency, cost savings and customer satisfaction
* Undertake strategic and tactical financial analysis, modelling, and evaluation to support the GB management team in decision making.
* Proactively drive forward improved logistics performance & efficiency, identifying areas for improvement and producing succinct business cases for management.
* Develop and report against customer service & operational KPI's aligned to lean strategy
* Collation of high quality, insightful Management Information on a weekly basis and for monthly and quarterly period reviews.
* Fit for purpose analysis of all internal and external trends
* Lead budgeting process for CS&L
* Partnering with the businesses, ensuring that strategic/ commercial/ financial/ operational decisions are being made that continuously add value to the business.
* Recommend and implement changes that will improve financial performance and controls.
* Maintain an awareness of market and financial trends- Identifying opportunities for increase income and new product areas.
* Manage and develop a high performance team of dedicated and insightful finance professionals.
* As part of the GB Finance Leadership team, contribute to the achievement of wider C&C GB targets and the development of strategy.
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| **Key Stakeholders** |
| * GB Managing Director
* Exco
* C&C GB Management team
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| **Skills** |
| * High energy, excellent people manager.
* Great communicator and analyst.
* Inquisitive
* Driven self-starter and strategic thinker
* Excellent financial and business acumen
* Good interpersonal and communication skills.
* Good technical background
* Highly adept at implementing new financial process and procedures.
* Excellent analytical capability and a commercial outlook.
* Outstanding communication and presentation skills, able to deal with internal and external stakeholders.
* Dedicated to providing user friendly and useful information to commercial teams.
* Strong work ethic.
* Excellent understanding of systems and our business
* Comfortable working with risk and ambiguity, able to adapt to changing business requirements
* Knowledge of the wider drinks industry, the competitive landscape, the key players and the current drivers of market & regulatory change.
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| **Experience and Qualifications** |
| * Degree level qualification in relevant subject
* A qualified accountant (CA/CIMA/ACCA) with relevant industry experience
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