Waterstones

Job Title	Supply Chain and Merchandising Systems Manager
Reports to	Head of Supply Chain and Merchandising
Purpose	To develop, manage and implement in full, efficient, structured and reliable central tools and data sources and systems to meet the requirements of the business. To manage stock and range information used by our central and field based buying and range teams. Lead the Merchandising Systems team and be a key stake-holder in decision making relating to all stock management processes and needs.
Key Responsibilities	• Design and build stock management tools for used by buyers and merchandisers. • Design solutions to collect, collate, store and access all required stock data in a robust, automated way for all users. • Provide regular reporting on stock, sales and availability. • Gather and interpret complex data to make key business decisions and identify opportunities. • Ensure all data collection and reporting is as automated as possible to required frequency and all users self-sufficient in their reporting requirements. • Work with IT functions to outline and own database management and house-keeping to ensure efficient use of server capacity and space and optimise system efficiency and availability at all times. • Prioritise and project manage all developments and day to day tasks in line with business requirements and stakeholder expectations. • Track and communicate issues and changing timelines to manage business expectations. • Ensure that technical best practice standards are being adhered to. • Up and cross skill the team to ensure continuity of knowledge and service. • Implement, provide training and support for new and amended stock management tools and reports as needed. • Embed a program and approach of continuous improvement across the team and all Merchandising systems tools, systems and processes. • People Management and development of direct reports. • Work effectively with internal and external parties to ensure a robust and professional service is delivered at all times.
Experience and Qualifications	Thorough understanding of the principles of retail stock and range management Excellent knowledge and hands on experience of SQL, SSIS, Excel, Word and

	Access
	Good broad understanding of database administration
	Detailed understanding of stock management and supply chain data, systems and processes including the integration of data across multiple systems and platforms
	Experience of managing complex cross functional projects
	Experience in managing and developing a small team
	Experience gained in the book industry or a similar organisation
Person Profile	Ability to influence whilst building and maintaining effective working relationships
	Ability to explain complex issues and technical concepts to non-technical audiences
	Good written and verbal communications skills
	Calm and professional approach
	Customer service focussed and driven
	Planning and organisation skills
	Lateral and logical thinker
	Ability to juggle conflicting priorities
	Common sense and good judgement
	Business understanding and commercial acumen
Direct reports	Senior Merchandising Systems Developer
	Merchandising Systems Developer
	Merchandising Systems Assistant