

Role Title: Planner Scheduler

Contract Type: Permanent Full-Time

Location: SeaChange, Monread Avenue, Naas, Co. Kildare, Ireland

Reporting To: Sinead Staszak, Office Manager, SeaChange Ltd

Hours of Work: 40hrs/ Week

Created By: Tempy Cummins

Date: June 2020

Purpose (Key areas of role)**Full Supply Chain delivery:**

- Manage demand from point-of-sale to delivery, A-Z of planning & scheduling
- Run all related systems & processes to standard and with high-level accuracy
- Understand Big Picture: Anticipate, forecast & plan according to capacity
- Manage Detail: Schedule personnel countrywide to supply demand
- Materials planning, to reflect schedule
- Quick response to changes/ flux
- Monitor scheduling efficiencies & effectiveness
- Proactive approach to developing initiatives & improving performance
- Customer Liaison: All schedule-related customer interface (phone & email)
- Customer Service: Top quality delivery, supporting client retention
- Team Building: Positive liaison with team being scheduled; strong working relationship

Experience (Industry background, years, skills gained, level of experience, etc.)

Minimum 3 years' proven experience & success in the following:

- Full Supply Chain application & management in Service Industry or similar at SME level
- Full responsibility for running Supply Chain in SME
- Experience in Customer Service- direct contact with client
- Experience in working closely with internal team & supporting field-workers
- Familiarity with scheduling personnel countrywide across broad range of activities

Qualifications/ Technical Knowledge (Qualifications & Accreditation required)

- Third Level qualification in a relevant discipline, e.g. Project Management
- Ideally experienced in Microsoft Dynamics
- IT Proficient – MS Office Suite (Word, Excel, PowerPoint) & MS Office Tools
- Fluency in written and verbal English
- Strong logical, mathematical & planning skills
- Above-average inductive reasoning/ problem solving capability
- Core Customer Service competencies

Personality Profile (Natural Skills, Strengths, Characteristics & Competencies)

- Organised, thorough, accurate
- A natural planner & project manager who gets results
- Sees big picture, but also detail-oriented with a structured approach
- Efficient multi-tasker
- Adapts & flexes- enjoys the challenge of having to respond quickly to change
- Strong communication & interpersonal skills
- Assertive, with ability to build positive internal & external customer relationships
- Strives towards high standards of excellence; expects a lot of self & others
- Energetic & committed with 'can-do' attitude
- Independent self-starter with inherent self-discipline
- Is passionate about Supply Chain and 'getting it right'

Supporting Notes

SeaChange Brief Profile

- Family-owned business established in 2005 by Ger Cummins, CEO
- Managing Director is Dr Paul Cummins, Quality Director is Tempy Cummins
- Currently 28 employees and growing
- Noted for innovation & world-class best practice systems for behaviour-based safety

Products and Services

SeaChange delivers a suite of Organisational Behaviour B2B 'people-friendly' solutions to manage operational risk. SeaChange products include SAAS applications, lean management systems, interactive & visual tools, consultancy reports and training/certification applied to increase client performance in the areas of Safety Culture, Behaviour-Based Health & Safety, Risk Management and Leadership Development. Our target clients span the Corporate Sector - large multinationals, pharmaceuticals, FMCGs, public bodies, large SMEs; the Commercial Sector - Retail units, Healthcare Facilities, Hotels, Sport & Leisure facilities; and the Insurance Sector – we have established strategic relationships with insurance companies & insurance brokers who partner with SeaChange based on our ground-breaking results

Please send your CV to tempy.cummins@seachange-intl.com