



**Job title:** Purchasing Manager, North America

**Location:** Carnforth, UK

**Terms:** Permanent – Flexible (Monday to Friday)

**Report to:** Global Purchasing & Operations Director

**About us:** Established in 1975 by the Whiley family, Havwoods' is committed to quality, expertise and service with a passion for design which has made us a global premium wood flooring company servicing architects, specifiers, contractors and end users around the world. Havwoods operates directly in the UK, Australia and North America, with distribution partners supporting the rest of the world.

**Our Values:** Havwoods embodies the values and standards of quality that you would expect from a family run, artisan business. With a proud tradition that stems back six decades, Havwoods' core values have always guided our company.  
Our ambition and passion ensure we treat all our stakeholders with the values embedded since Havwoods first began.

**Results:** We strive for excellence & deliver impact.

**Heart & Soul:** We are passionate about helping our customers bring their design aspirations to life.

**Integrity:** We demonstrate our integrity through our strong commitment to doing business the right way.

**Collaboration:** We encourage and motivate our teams, empowering them to be accountable.

**Quality** We focus on continuous improvement and innovation.

## About the Role:

Reporting into the Global Purchasing & Operations Director, the Purchasing Manager will be responsible for and actively contribute to the control of the Cash-flow positions through management of Stock levels, turn and forecasting. They will drive strategic improvements in the management and availability of key products, and categories allowing for greater commercial opportunities and improved service delivery.

The role is responsible for maintaining adequate stock levels and for raising purchase orders for the stock items. The role holder will have to have an eye for detail and be able to use their judgement in order to keep fast moving stock at the correct levels. They are responsible to record KPI's which will clearly show the effectiveness of the role and will assist management in making clear decisions. Alongside this primary role there are a number of smaller sub-roles which are of equal importance. Requirements include an excellent telephone manner and the ability to liaise professionally with suppliers and sales personnel.

## Responsibilities

- Develop and sustain strategic purchasing plans in line with the Business and Commercial Strategy
- Actively manage and negotiate SLA's and pricing structure with suppliers
- Regular review and act against supplier performance ensuring achievement of service deliverables
- Monitor stock and scheduling against existing and forecasted demand, ensuring maximised availability of key product lines
- Analyse stock gaps and lost sales due to product availability, and make recommendations for adjustments to our product portfolio
- Accurately manage, forecast, and report on the product portfolio, stock levels/turn, working capital seeking improvement of business KPIs
- Control and manage external purchasing limitations such as mill production capacities, import quotas and supplier credit limits
- Act as a point of escalation for enquiries, expediting and supplier disputes where necessary
- Provide monthly reporting and narrative against business & departmental KPIs
- Actively seek out and implement opportunities for improvements in working practices and process
- Daily duties include;
  - Daily monitoring of sales orders
  - Weekly checks and reconciliation of stock levels
  - Raising Purchase Orders to suppliers
  - Checking order confirmations
  - Checking pricing
  - Checking lead times
  - Updating software to reflect accurate lead times
  - Updating software and sales team of any changes to lead time
  - Advising suppliers on which stock should be loaded on each shipment (as applicable)
  - Ensuring suppliers follow the standard booking in procedures
  - Advising suppliers of any damaged stock on receipt and raising necessary paperwork for the return to manufacturer
  - Booking in stock on software
- Checking supplier invoices
- Adding and Amending products on the IT platform
- Working with the Operations team to ensure products received have necessary requirements to be received and stored correctly.
- Supporting on supplier visits to build relationships
- Managing cost of inbound container shipments and reviewing quarterly



# HAVWOODS

- Transferring stock to clearance codes at the end of their life cycle
- Assisting in setting up pricing structure for all mainstream products
- Monitoring stock levels
  - Daily Checks
  - Working within given set budgets
- Stock Reallocations
  - At point of product arrival
  - On demand as necessary reallocation is required
- Daily auto-allocate

## KPIs:

- KPI's which include but are not exhaustive:
  - Stock Level and Turns
  - Number & value of special enquiries
  - Number & value of orders for special products
  - Levels of stock held for bespoke
  - Number of new products
  - On time delivery of stock
  - Accuracy of freight-in tracking
  - Freight-in costs
- Positive feedback is received on attentiveness, reliability and timeliness of dealing with special enquiries.
- Behaviour's are in line with Company values and set a leading example to all colleagues.

## Skills & Experience:

- The ability to communicate excellently both verbally and in writing
- A good attention to detail, analytical skills
- Proficient excel skills, ability to analyse large volumes of data and present this to SMT
- Excellent telephone manner
- Previous experience in talking to suppliers
- Previous experience of working in a team
- Previous experience as a buyer (essential)
- Planning & delivery
- Meeting customer needs
- Acting reliably & ethically
- Making Decisions
- Coping with setbacks