

# Role Profile

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| Job title | Head of Operations Solutions & Transformations |
| Reports to: | Chief Operations Officer |
| Grade: |  |
| Location: |  |

## Role Overview

Reporting to the Chief Operations Officer this role will be instrumental in driving AAH's Operational growth, development, and achievement of strategic objectives.  This role will lead on and align with the Operations Leadership team to support the transformation of Supply Chain, Logistics, and Warehousing Activities across AAH.

## Accountabilities

* Optimise the logistics footprint within AAH, leading the design and successful implementation of network changes.
* Support the development of innovative and efficient last-mile concepts and instrumental in building the strategic road map and design of the network and supply chain.
* Identify and support the Implementation of Tools to support the Warehouse Operation.
* Develop robust and commercially optimized logistics solutions to support future growth and lead on strategic network development.
* Incorporate cross-industry logistics best practice and innovation that will bring Solutions to benefit the AAH operation.
* Actively contribute as part of the Operations leadership team, including the annual budgeting process.
* Develop, challenge, and align Operations quarterly KVD road maps.
* Support the development and decision-making around the Supply Chain Management IT requirement and Road Map.
* Support the Development and prioritization of the capex plan within the Supply Chain environment.
* Manage internal and external Partners and resources (consultants, service providers) accordingly, subject to approvals by way of internal governance processes (incl. Investment Committee).
* Performance in the role will be measured against the Group EBITDA, NPS, KVDS and specific key performance indicators, which will be agreed upon with the COO.
* Ensure you and your team are aware of adhere to and remain compliant with Good Distributions Practices.

## Experience and Qualifications

* Experience in Supply Chain, Logistics, and Warehousing Optimization Modelling and change programs.
* Knowledge of transformation methodologies and frameworks, such as Lean, Six Sigma, or Agile.
* Experience of Leading significant change programs across multi sector logistics operations.
* Familiarity with change management principles and practices.
* Excellent leadership and interpersonal skills, with the ability to effectively communicate and collaborate with cross-functional teams.
* Strong analytical and problem-solving abilities, with a data-driven approach to decision-making.
* Ability to develop and implement strategic plans.
* Excellent presentation skills.
* Experience in managing internal and external resources.
* Familiarity with change management principles and practices.
* Ability to adapt to a fast-paced environment and manage multiple priorities simultaneously.

**Key stakeholders****:**

* COO
* Head of Operations – Region 1 & 2
* Head of Fleet & Sustainability
* Head of Supply Chain
* AAH Branch Network
* Human Resources
* IT & Finance

## Diversity and Inclusion

At AAH, we don’t just accept difference — we celebrate it, we support it, and we encourage it for the benefit of our colleagues, our services, and our communities. Our aim is to embrace different viewpoints, opinions, thoughts, and ideas and encourage a culture of inclusion for customers, patients and staff.

As a member of our team, it will be part of your role to:

* Encourage diversity and inclusion through your working practice
* To challenge and highlight discriminatory practices and processes
* To strive for a diverse and equal workplace

This role profile is a written statement of the essential characteristics of the job, with its principal accountabilities, skills, knowledge and experience required. This is not intended to be a complete detailed account of all aspects of the duties involved.

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| **Version Number** | **Date of change** | **Summary of change** |
| V2024/01 | 1. August 2024
 | New Role |

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Name of Employee in Role

Signature of Employee in Role

Date Signed