



Job specification

Job description

Job title	Retail Supplier & Fulfilment Manager		
Directorate	Retail		
Team	Central Operations		
Reporting to	Retail Central Operations Manager	No. of direct reports	Up to 2
Location	Dual location – London or Northampton office and home		
Agility contract type	Hybrid – home & office		
Budgetary responsibility	N/A		
Job level (HR use only)	6	Date	June 2025

Summary of role

This role will be responsible for managing supplier relationships and fulfilment processes that support the British Heart Foundation's (BHF) retail operations.

The Retail Supplier & Fulfilment Manager will oversee procurement activity; monitor spend and ensure that all supplier services deliver strong value for money while staying within agreed budgets and forecasts.

The role will work closely with suppliers, procurement, finance teams, and retail colleagues in the field to improve ordering processes, streamline operations, and strengthen cost controls. A key part of the role will involve identifying opportunities for continuous improvement—simplifying systems, enhancing efficiency, and ensuring robust financial and account management practices are in place.

Play a central role in supporting the retail network by ensuring operational processes are well-managed, financially sound, and aligned with the organisation's strategic goals.

This role will also lead on ensuring that all supplier accounts managed within the department are delivering high-quality, cost-effective services.

Key responsibilities

- Setting up, managing, and overseeing key supplier accounts
 - Conducting regular reviews of all accounts to ensure the optimum service from the supplier and best value for money
 - Annual continuous improvement review of all accounts with the department manager to recommend and plan for strategic improvements
 - Working with the accounts team to deliver efficient invoicing processes, checks and accurate payment for services and/or supplies
 - Being an integral part of the budgeting and reforecasting process for services and supplies.
 - Working with the department managers, finance and the field team to review spend against budget/forecast and to recommend opportunities for savings and remedial action to correct any overspend
 - Key involvement in project work related to services and supplies and the procurement of new items and solutions
 - Ownership, and regular review of the ordering portals, processes and authorisation checks on the hub.
 - Oversee stock level management at key suppliers – authorisation reports, stock code allocation
 - Oversee shipment coordination – significant marketing, campaign and product launch moments
 - Collaborate with the sustainability team on delivering sustainability objectives
 - Work with the Procurement team on contract reviews, renewals and tenders
 - Work collaboratively with colleagues at all levels, demonstrating the BHF values and behaviours
 - Carry out development reviews
 - Recruiting new team members within the Central Operations department
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Person specification

Knowledge, training & qualifications

- Excellent IT skills in MS Excel, Word and PowerPoint
 - A good knowledge of budgeting and forecasting
 - General understanding of retail environments
 - Experience in Business, Supply Chain, Retail Management or a related field would be ideal
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Experience

- An operations professional with experience in procurement, ordering processes and spend control
- Reviewing and optimising ordering systems, stock management and fulfilment processes
- Involvement in cross functional projects

Skills & attributes

- Excellent verbal and written communication skills
- Good analytical skills
- Self-motivated with excellent problem-solving skills
- Excellent attention to detail
- Strong organisational and time management skills
- Strong interpersonal, influencing and collaboration skills

Safeguarding

At British Heart Foundation (BHF), we are committed to creating a safe and rewarding environment for all of our people to work and volunteer. This means we have a robust safeguarding policy to ensure everyone is treated properly, and a whistle blowing service so people can raise any concerns they have confidentially.

Data protection

No personal data access:

During your employment this role will not encounter any personal data. If you find yourself with access to personal data you are not authorised to have, you must report it to your line manager and the IT Service Desk immediately.

Our Values



Brave

We speak out
We're decisive
We're innovative



Informed

We work together
We're clear
We're curious



Compassionate

We're open & honest
We respect others
We promote our cause



Driven

We're focused
We're determined
We keep learning