



Catholic Relief Services is the official international humanitarian agency of the Catholic community in the United States. CRS works to save, protect, and transform lives in need in more than 100 countries, without regard to race, religion or nationality. CRS' relief and development work is accomplished through programs of emergency response, HIV, health, agriculture, education, microfinance and peacebuilding. In ASIA region, CRS works in the following countries: Cambodia, Laos, Vietnam, Myanmar, The Philippines, Indonesia, Timor-Leste, Micronesia, India, Nepal, Bangladesh and other outreach countries.

By applying to this job, you as the applicant understands and acknowledges that CRS requires its staff to treat all people with dignity and respect and to actively prevent harassment, abuse, exploitation, and human trafficking. Further, the applicant understands that if s/he is a successful candidate, s/he will be subject to a comprehensive background check, and their personal/professional references will be asked to evaluate their behaviors related to the above safeguarding-related topics.

Job Announcement
Regional Supply Chain Management Advisor (1 position)
Location: Telecommuter

Job Summary:

The Supply Chain Management Advisor, ASIA is responsible for both Oracle Cloud Enterprise Resource Planning (ERP) System Implementation and Supply Chain Management.

Oracle Cloud Enterprise Resource Planning (ERP) (90%)

CRS is implementing an Oracle Cloud Enterprise Resource Planning system, called "Insight" within the agency. The web-based, real-time system will help to give more visibility and controls of daily operations. The Global Supply Chain Management (GSCM) Unit is working closely with the Project Insight team, which leads the overall project and IT management of the roll-out, to implement Insight where it's needed and to support and train CRS supply chain staff who will use the software.

We are looking for a SCM Advisor to help us manage the Supply Chain aspects of our ERP system implementation. The SCM Advisor will be instrumental in the preparation, implementation, and support of Insight. The SCM Advisor will be fully responsible for the implementation of Insight SCM modules in ASIA, which includes 1) collecting data for Insight configuration and liaising with HQ to ensure proper configuration, including participating in system testing; 2) strengthening supply chain organizational structures and processes for certain complex countries as preparation for go-live (a part of the Supply Chain Transformation for Excellence Project [STEP Up]); 3) training relevant supply chain, operations, and programming staff on the supply chain modules in Insight to ensure that they are ready for go-live; and 4) provide hypercare support to countries that are live in Insight, provide on-going support for technical aspect of Insight and implement "train the trainer" exercises to expand the pool of support experts in the agency.

Supply Chain Management (10%)

You will provide technical advice, guidance, and support for all Supply Chain Management (SCM) activities and initiatives in compliance with CRS principles and standards, donor regulations, industry standards, and local requirements to regional and Country Program (CP) teams to advance the delivery of high-quality programming to the poor and vulnerable.

Job Responsibilities:

General

- Manage SCM workstream tasks within the project workplan to make sure that all staff at the country program can deliver on technical, functional, and training deadlines, and that all roll-out activities are well coordinated.
- Be the primary point of contact between the regional office and GSCM and the Insight PMO for all SCM aspects of the Insight deployment planning and implementation.
- Responsible for regular updates on project status, challenges, and solutions to regional, Insight, and GSCM teams.

Data Collection, Configuration, and System Preparation

- Review CP's SCM operations in their entirety, organization structures, processes, vision and business needs in order to recommend process improvements and design solutions and create an action plan to implement all needed activities before system go-live. Conduct STEP Up Activities for relevant complex countries. Support CPs as they work through their action plans.
- Collect data on key local design elements and structure, as well as all relevant transactional documents. Work with the GSCM team to ensure correct configuration for each CP.
- Participate as a reviewer and SME in the preparation of policies, procedures, and guidelines, based on system needs and key organizational changes, to support system implementation.

Training and Hypercare Coordination

- Liaise between Global Supply Chain Management, Project Insight Project Management team, and all relevant CP staff to ensure common understanding of proposed system designs, associated training requirements, and potential for errors or need for intensive support (hypercare) during go-live.
- Organize onsite and remote training for the field staff in coordination with the Insight Change Management team.
- Leading up to formal trainings, organize and facilitate meetings, and presentations to sensitize, educate, and prepare staff for Insight. Provide trainings for country program SCM staff.
- Ensure quality hypercare support is consistently applied.
- Develop and maintain a strong working relationship with application end-users and management to continuously improve their user experience.
- Provide ongoing support for the technical aspects of Insight and perform all other job duties as assigned.

Supply Chain Management

- Collaborate with operations and programming leads in CPs on implementing and strengthening Supply Chain systems, processes, and policies to meet all programming needs through anticipation and identification of issues and challenges and the most appropriate solutions to address them. Proactively mitigate security risks.
- Provide guidance on the development, strengthening and/or standardization of processes and tools for the end-to-end planning and implementation of agile supply chain systems covering logistics, procurement, warehousing, and transportation.
- Contribute to capacity strengthening initiatives for staff and partners through helping develop learning and training strategies and agendas/curriculums, conducting trainings and workshops, and mentoring and coaching, which includes cross-departmental learning.
- Represent CRS at regional level planning, coordination meetings and forums on supply chain management to collect and share best practices.

Typical Background, Experience & Requirements:

Education and Experience

- Bachelor's degree in Supply Chain Management, Information Systems, Business Administration, International Development, or related discipline required. Master's degree preferred. Professional certification(s) in supply chain a plus.
- Minimum of 7 years work experience, ideally with an international organization, with progressive responsibility in supply chain/logistics/procurement management within the context of international and local supply chain. Experience in relief commodity management is a plus.
- Experience with Finance and Supply Chain applications required. Experience with Finance and Supply Chain business processes within Non- Governmental Organizations preferred. Experience with Oracle applications preferred.
- Proven ability to work with cross-functional teams and travel across various time zones (i.e. Asia, US)
- Proficient with Microsoft Office tools
- Working knowledge of SharePoint or other means of enterprise-level electronic information sharing systems.
- Experience in mentoring, coaching, facilitation and training applying adult learning principles and practices.

Interested candidate should submit their CV and covering letter on or before **December 24, 2021** to CRS recruitment email: aro_recruitment@crs.org. Please put in the subject of your email: position you are applying and from where you are applying i.e "Regional Supply Chain Management Advisor, ASIA – Cambodia".