JOB OBJECTIVE: Supply Chain Manager | C-CARE IHK (Uganda)

Job Details

Job Location:	**IHK**	Employee Category	
Department	**IMGP**	Sub-Department	
Clinical/Nonclinical	**Clinical**	Patient Facing (Y/N)	**No**
Direct Reports (Y/N)	**Yes**	Direct Report Job Grade	**Professional**

Reporting Relationships

Reporting to (Functional)	**Head of Clinical Supply Chain**
Reporting to (Administrative)	**Head of Clinical Supply Chain**

Job Summary (Main Purpose)

The Supply Chain Manager – Imports is responsible for leading and managing the end-to-end importation strategy for pharmaceuticals, medical consumables, medical equipment, and other imported healthcare products for C-Care. The role ensures the timely, compliant, and cost-effective importation of all products while maintaining strong relationships with local and international suppliers, regulatory bodies, freight partners, and internal stakeholders.
The position is accountable for import planning, supplier management, regulatory compliance, customs clearance, contract management, process improvement, and performance reporting to ensure uninterrupted supply of critical healthcare products across the organization.

Main Duties/Responsibilities

Importation Strategy & Planning

- Develop and implement the organization's importation strategy for pharmaceuticals, medical consumables, medical equipment, and related healthcare products.
- Ensure optimal sourcing and importation practices that deliver cost savings, supply continuity, and operational efficiency.
- Lead import planning activities to ensure adequate stock availability while minimizing inventory holding costs.
- Identify opportunities to maximize importation benefits through supplier negotiations, freight optimization, tax efficiencies, and process improvements.
- Develop contingency plans to mitigate supply disruptions and importation risks.

Import Operations Management

- Oversee the end-to-end importation process from order placement to final delivery.
- Ensure all imported products are delivered on time, in full, and in compliance with regulatory requirements.
- Coordinate closely with suppliers, freight forwarders, customs agents, and internal stakeholders to ensure smooth import operations.
- Monitor shipment schedules, lead times, customs clearance activities, and delivery performance.

- Proactively manage delays, shortages, regulatory challenges, and supply interruptions.

Supplier & Stakeholder Management

- Build and maintain strong relationships with both local and international suppliers.
- Conduct regular supplier performance reviews and ensure adherence to service level agreements.
- Lead supplier negotiations relating to pricing, lead times, service levels, and contractual obligations.
- Collaborate with Finance, Pharmacy, Clinical Teams, Regulatory Affairs, and Operations to align importation activities with organizational needs.

Regulatory Compliance & Government Relations

- Ensure full compliance with all applicable importation, pharmaceutical, medical device, customs, and healthcare regulations.
- Maintain strong professional relationships with regulatory authorities and government agencies.
- Demonstrate expert knowledge of:
    - National Drug Authority (NDA) requirements and processes.
    - Uganda Revenue Authority (URA) customs and importation procedures.
    - Uganda National Bureau of Standards (UNBS) requirements and compliance standards.
    - Ministry of Health regulations and guidelines.
    - Other applicable regulatory and licensing bodies involved in healthcare product importation.
- Ensure all import permits, licenses, registrations, and supporting documentation are accurate and up to date.
- Coordinate audits, inspections, and regulatory submissions as required.

Contract Management

- Maintain oversight of all supplier contracts related to imported products.
- Monitor contract performance, pricing agreements, service levels, and renewal timelines.
- Ensure contractual obligations are fulfilled by all parties.
- Support contract negotiations and renewal discussions to achieve favorable commercial outcomes.

Process Management & SOP Development

- Develop, implement, and continuously improve importation policies, procedures, and Standard Operating Procedures (SOPs).
- Clearly define and document end-to-end importation workflows and responsibilities.
- Ensure importation processes are standardized, compliant, and aligned with organizational objectives.
- Drive process optimization initiatives to improve efficiency and reduce costs.

Performance Monitoring & Reporting

- Establish and monitor importation-related Supply Chain KPIs.
- Track and report on:
    - On-time delivery performance.
    - Shipment lead times.
    - Customs clearance timelines.
    - Regulatory compliance performance.
    - Supplier performance metrics.

- Importation costs and savings.
- Stock availability and supply continuity.

- Prepare and present accurate, timely, and actionable importation reports to management.
- Ensure importation project updates and performance reports are regularly communicated to stakeholders.

Risk Management

- Identify importation risks and develop mitigation strategies.
- Monitor geopolitical, regulatory, supplier, logistics, and market risks affecting imported products.
- Lead business continuity planning for critical imported medicines and consumables.
- Ensure robust risk controls are implemented across importation activities.

Leadership & Team Management

- Provide leadership and guidance to team members involved in importation and logistics activities.
- Build capability within the supply chain team through coaching, mentoring, and training.
- Foster a culture of accountability, compliance, collaboration, and continuous improvement.

Key Skills and Competencies

Qualifications *Formal education required for competence in the job*	• Bachelor's degree in supply chain management, Procurement, Logistics, Pharmacy, Business Administration, or a related field. • Professional certification in Supply Chain Management, Procurement, Logistics, or International Trade is an added advantage. • Master's degree in supply chain management, Business Administration, or a related field is desirable.
Experience	• Minimum 3-5 years of progressive supply chain experience. • At least 5 years managing pharmaceutical or healthcare product importation. • Demonstrated experience working with NDA, URA, UNBS, customs authorities, and international suppliers. • Strong experience in supplier management, import compliance, contract management, and healthcare supply chain operations.
Behavioural Competencies	• Extensive knowledge of pharmaceutical and healthcare product importation. • Strong understanding of NDA, URA, UNBS, Ministry of Health, and other regulatory requirements. • Knowledge of international trade, customs procedures, and freight management. • Strong supplier relationship management and negotiation skills. • Strong financial and commercial acumen.

Please note that your Job / Service Objectives is not an exhaustive list of tasks and duties, but serves as a guideline for daily duties, which may evolve from time to time according to the business requirements.

Approval	**HR Business Partner:** ---------- Date ---------	**Head of Department:** ---------- Date ---------
Employee Acceptance	*I hereby acknowledge receipt of my JD. I wish to confirm that I have read & understood the Job contents & expectations and therefore am willing to offer my services under the terms and conditions given hereto.* *Employee Signature: …….. Date:* ----------	