



Demand & Customer Planning Manager

Join the LEGO Team!

Job Information

Hiring Company

The LEGO Group

Job ID

1473636

Industry

Retail

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

Negotiable, based on experience

Refreshed

May 16th, 2024 01:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Fluent

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

レゴ・グループの成長を共に牽引し、多くの子供たちにレゴの楽しさを届けていくためのエキサイティングな挑戦にぜひご参加ください!

レゴグループでは Demand & Customer Planning Manager を募集しています。

Are you highly passionate about the supply value chain and interested in using data driven insights? Come join us to create demand plans that enable The LEGO Group to reach and inspire more builders of tomorrow!

Core Responsibilities:**1. Supply & Demand Management and Forecasting (60%)**

- Create and maintain baseline forecasts and add market intelligence to statistically created inputs that will improve its accuracy
- Create demand forecasting which helps drive strategic commercial business ambitions for LEGO Japan, and bridges

those plans to tactical commercial actions with Operations, Sales and Marketing teams

- Convert information derived from market, customer data and business promotional activities into full year BU business forecast recommendations, onboard the rest of the organization (Sales and Marketing) and recommend to Japan Leadership Team
- Collaborate with Marketing team and Sales team to plan product launches and promotional volume estimates, customer product mix, theme and account flow model and objectives/strategies according to trend analyses
- Prepare analyses and deliverables for monthly S&OP cycle in collaboration with the regional Demand/Supply Planning teams
- Makes recommendation for retail closing stock (RCS) spans per theme, present market inventory situation and discuss current issues/gaps in weekly cross-functional business meeting
- Creates proactive Exit/excess inventory process, and drive Sales team to reduce scrap exposures and create more sales opportunities
- Provides input for Service Level Classification (safety stock) setting, as well as collaborate with the regional Supply Planning team on local inventory reporting

2. Customer Planning (15%)

- Provide insights to and support the Customer Business Planning in coordination with the Sales Director, Account Managers and Customer Operations Team
- Support the LEGO CVP (Customer Value Proposition) to improve customer relationships and ensure best-in-class supplier planning, reporting and support
- Interact with Sales Account Managers to meet customer reporting requirements and analyse customer needs to improve on internal reporting structure and processes
- Link the local LEGO Sales and Operations team with customer inventory planning teams
- Manage healthy retail stock management by theme and by customer perspective, and give actionable insights
- Conduct forecast and customer promotional effectiveness analyses for key trading periods such as Golden/Silver week, Christmas, NY Sale and others. Highlight and challenge inconsistencies between LEGO CVP goals and actual or planned promotional execution

3. Ad hoc analysis, reportings, project and presentations (20%)

- Support business with on-demand analysis and reportings
- Support GM, Operations Director and JLT on on-demand business presentations
- Implement global project of Simplified Demand Planning (SDP) in Japan in both process and ways of working
- Drive continuous improvements in existing processes, or create new processes to improve business impacts, increase efficiency, and stabilize processes
- Actively participate, drive and lead BU business & organizational projects as core members

4. Self Development (5%)

- Invest in self development through strong IDP (Individual Development Plan) to maximise your career potential at The LEGO Group
- Participate and drive projects within Japan and/or the wider APAC organisation

Play your part in our team succeeding!

Demand Planning Manager is a part of Market Operation team in LEGO Japan. Through comprehensive data analysis of market, shopper/consumer, competitor trends, business performance, major customers' inventory, customer business plans and promotional & marketing activities, you will achieve highly accurate and effective execution business plans. Working collaboratively with wide range of internal functional partners in both APAC region and local Japan teams. The main responsibilities for this position is to:

Drive and lead strategic and commercial growth ambition into our monthly forecast Be the BU core brain in accurately forecast supply and demand signals Provide best-in-class retail partner collaborations by driving customer flow planning and enhancing mutual business opportunities Role models organizational initiatives (Leadership Playground, Diversity & Inclusion, leading and activating diverse team)

This role will report to the Director of Operations but will functionally work with both local and the Regional Demand Planning team. High interaction with appropriate Sales and Marketing colleagues and demonstrate the LEGO values throughout.

Required Skills

Do you have what it takes?

- Bachelor degree or equivalent experience in Data analytics, Economics, Business, Finance, Supply Chain Management, Business Intelligence or related field
- 3+ years in a field of Supply/Demand planning, Financial Planning, Business Analysis or Consulting
- Strong analytical, logical thinking, data management, problem solving, and presentation skills
- Proven strong communication (both English and Japanese), presentation and interpersonal skills, highly collaborative with internal and external partners in Japan and the region
- Critical thinking, inspiring change management, continuous improvement attitude and experience in working under fast-paced, international matrix organization
- Work experience in international MNC with constant global interactions
- Proficiency in Microsoft Office tools, in particular Advanced level Excel & Power Point skill (Macro is preferred but not must)
- Flexibility travel overseas a few times a year

What's in it for you?

Here are some of what to expect:

- **Family Care Leave** – We offer enhanced paid leave options for those important times.
- **Insurances** – All colleagues are covered by our life and disability insurance which provides protection and peace of mind.
- **Wellness** – We want you to be your best self, so you'll have access to the Headspace App and lots of wellbeing initiatives and programmes run by local teams where you are based.
- **Colleague Discount** – We know you'll love to build so from day 1 you will qualify for our generous colleague discount.
- **Bonus** – We do our best work to succeed together. When goals are reached and if eligible, you'll be rewarded through our bonus scheme.
- **Your workplace** – When you join the team you'll be assigned a primary workplace location i.e. one of our Offices, stores or factories. Our hybrid work policy means an average of 3 days per week in the office. The hiring team will discuss the policy and role eligibility with you during the recruitment process.

Children are our role models. Their curiosity, creativity and imagination inspire everything we do. We strive to create a diverse, dynamic and inclusive culture of play at the LEGO Group, where everyone feels safe, valued and they belong.

The LEGO Group is proud to be an equal opportunity employer. We are committed to equal employment opportunity and equal pay regardless of e.g. race, colour, religion, sex, national origin, sexual orientation, disability or gender identity.

The LEGO Group is fully committed to Children's Rights and Child Wellbeing across the globe. Candidates offered positions with high engagement with children are required to take part in Child Safeguarding Background Screening, as a condition of the offer.

Thank you for sharing our global commitment to Children's Rights.

Just imagine building your dream career.

Then make it real.

Join the LEGO® team today.

Company Description