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| the finer detailsWhich site am I based at? IsleportWhich team am I a part of? Customer Fulfilment TeamWho do I report to? Customer Fulfilment ManagerWho do I look after?N/ATeam size?2 x Logistics Support Administrators.Do you have responsibility for a budget?Control of £1.6 million of Invoicingqualifications & experience**Essential:*** Proven team leadership
* Great communication
* Advanced analytical skills using Excel
* Contract management
* CI and RCA mindset
* Logistics background
* Auditing experience

**Qualifications** | Logistics Support Managerjob descriptionthe purpose of your roleThis role will lead a multi-skilled team in all aspects of logistics support, with a vision to develop a sustainable platform for the development of re-usable assets with a team that supports Logistics through value added automation in a paperless environment.You will be the key supply chain contact for the suppliers of equipment so you will need to have excellent inter-personal skills and be able to clearly and confidently communicate both internally and externally at multiple levels. Due to the complex nature this role covers, you will need to be able to think on your feet and use multiple resources to identify, react and resolve issues as well as to be able to identify opportunities for improvement. Reporting to the Customer Operations Manager, you will need to have strong technical and commercial knowledge, ensuring control processes are robust to control £1.6 million of equipment and invoices. You will also review partnerships and recommend new areas of development in re-usable assets putting the environment at the heart of our decision making and supporting our commercial teams to develop new, exciting and affordable green solutions. You will also need a strong understanding of analytical systems such as Power BI to ensure all reporting within the logistics team is automated to enable data lead decisions to be made.In this versatile position, you will be a lateral thinker and also need to step into the other areas of the management team to ensure the success of the overall Customer Fulfilment Team.The role has 4 key areas. * Equipment Management
* Reporting both internal and externally
* Safety and Quality control systems.
* General office administrative tasks.

Key responsibilities:* **Equipment Management**- You will not only be responsible for managing the contract with our current suppliers, you will seek new opportunities to support our commercial team in growing the use of re-usable equipment in order to reduce our environmental impact. There’s a lot to look after, with 45,000 pallets being de-hired from our suppliers, 300,000 pallets going out to our customers, over 2.5 million trays being used and 300 pallecons moving about. This is a complex area of the business that requires a passion for doing things the right way. This is high risk in terms of loss, with an approximate annual spend of £1.3 million requiring close control to minimalise cost exposure through lost equipment.
* **Reporting-** Your team will be responsible of for a number of reports that will be sent both internally and externally. Data control and attention to detail is key to having value added reports that affect business decisions. As the Logistics Support Manager you will look to use the most recent reporting methods to produce value added reports with automation and a paperless environment being a number one priority.
* **Safety and Quality Control Systems**. Your team will be responsible for ensuring all of our documented processes are up to date. You will ensure the best methods and systems are used to create what is seen as a best in class.
* **General office administrative tasks.** Whether it be holiday requests or stationary and toner or diesel ordering, you will look to create a supportive environment that puts structure into all activity within your responsibility. You will take your team on a journey exploring ways to reduce our environmental impact and to put nature first.

What good looks like for this roleRole model our Leadership Principles and ensuring our Values are part of alldecision making. Ensuring a safety first culture throughout the operation.**Everyone is the same;** We’re all human, with similar needs **Humble, high performing leadership;** We don’t rely on hierarchies and have high expectations of ourselves **Transparency;** We share as much information as possible **Listen first;** We actively seek feedback from as many colleagues as possible on our performance, the business and the work experience Inclusivity; We value the contribution that every individual can make -bringing different skills, perspectives, personalities and cultures to help our business flourish **Trust;** We have faith in each other to do the right thing **Good humour and generosity**; Working here should be fun, we recognise the importance of small acts of generosity, celebrating success and focusing on the value of spend and not just the cost.Personal contribution attributes: **Insightful;** Substantiates intuition, and action with data led validation to provide compelling cases **Commercially astute;** Demonstrates an ability to prioritise both short and long term actions against an accurate assessment of organisational impact **Engaging;** Excellent listening, communication and influencing skills, in all environments; individuals, large groups and small teams **Collaborative;** works effectively with colleagues from across all levels and disciplines within the business **Motivational;** Displays energy and inner confidence which inspires others **Confident and assertive**; Drives action to yield improvement and address issues Resilient and tenacious; Overcomes obstacles and challenges to meet objectives |

### HR use

Date of last review: Job reference no: Job level:

Job family: