

Role:	Carrier Manager, SEKO UK Omni Channel Logistics
Reports to:	Director UK - SEKO Omni Channel Logistics
Location:	Flexible: based at SEKO Milton Keynes and remote allocation.
Purpose:	<p>Ensure we are using and managing the best carrier partner mix to deliver our clients' parcels globally. Be the lead for carrier and delivery management within the SEKO UK business.</p> <ul style="list-style-type: none"> a) <u>Expert</u> – Is / becomes the subject matter expert for cross-border parcel ecommerce at SEKO. b) <u>Performance-driven</u> – Ensures SLAs and KPIs are understood and adhered across the end-to-end delivery supply chain. Manages internal stakeholders and our external carriers to ensure continued and consistent delivery performance. c) <u>Proactive</u> – Identifies delivery risks and issues fast and proactively, to mitigate and minimise impact to delivery performance. Manages this via reporting and agile data analysis. d) <u>Commercial</u> – Manages pricing and terms and conditions from carriers. Inputs into cost models. Ensures that carrier commercials are understood by sales, account management and billing teams. e) <u>Customer-obsessed</u> – Ensures that SEKO's carrier management supports the best client and end-customer delivery experiences, this as relevant to each via tracking, update communications, reporting and review. Inputs into carrier/delivery strategy and product roadmap.
Skills and Experience	<p>International ecommerce and parcel delivery experience – gained within a carrier, retailer, marketplace, Transport Management System or delivery tech environment.</p> <p>Strong data analytics skills – can use reporting tools and Excel to sort, summarise and present data, identify issues and see trends and patterns.</p> <p>Problem solver – can find root causes and work through issues to solve them.</p> <p>Relationship manager – can get the best out of collaborative relationships. Has strong communication skills for working with internal and external partners.</p> <p>Business/ commercial acumen – comfortable with pricing, terms and conditions, basic modelling, mark-up and margin.</p> <p>Process driven – can understand, document, develop and improve operational delivery workflows.</p> <p>Self-starter – able to fit within a culture that is entrepreneurial, in a part of the SEKO business still in start-up mode.</p> <p>Intermediate to advanced Excel, Word & PowerPoint skills. Applications literate</p>
Responsibilities	See page 2

Key Result Areas	Description
DEVELOP AND DOCUMENT SUBJECT MATTER EXPERTISE	<ul style="list-style-type: none"> Maintain directory of carrier contracts, pricing, service information, destination information, tax and duty options, and other relevant information that develops expertise for self and SEKO teams, and shared with clients as relevant and value-adding. The documentation of this is a key part of the SEKO Ecommerce Operating Model.
MANAGE CARRIER RELATIONSHIPS - PERFORMANCE	<ul style="list-style-type: none"> Manage relationships for service, performance (against agreed SLAs and delivery aims) and capacity with cross-border carrier partners, also with our domestic carriers, and collections partners. Similarly, manage relationships with SEKO operations teams at origin in UK (Egham, MK) and at destination for SEKO's key managed routes (e.g. US, AUS). Ensure capacity is informed by volume forecasting, collated from Sales and Account Management teams, and developed as a collated and managed total view. Put particular focus and importance on planning for Peak(s), both with carrier partners and with input from SEKO client facing teams – forecasts, capacity planning, contingency, cut-offs, lead time and operational considerations. Ensure performance expectations for each leg of the supply chain to delivery are understood and adhered to by each partner, to include delivery on time and scan compliance. Manage via tracking, reporting, data analysis and communications, tactically daily, and through weekly / monthly / quarterly reporting, and through a cadence of reviews with partners – <i>this performance management is a key part of the role.</i> With the UK Trade Lane Manager (peer in team) and SEKO global reporting specialists, develop reporting tools and outputs to create a “Control Tower” managed view of end to end delivery.
MANAGE CARRIER RELATIONSHIPS – COMMERCIAL & STRATEGIC	<ul style="list-style-type: none"> Support line manager (Director UK) and have input into annual and ad hoc carrier commercial negotiations, to ensure continued service and best commercial terms, also to understand delivery/service innovations that SEKO can access. Support line manager (Director UK) in identifying, building relationships with and onboarding new carriers, to support and improve SEKO's delivery service offer. Maintain analysis of alternative and competitor carrier service and pricing.
ENSURE USE OF BEST DELIVERY SERVICES	<ul style="list-style-type: none"> Work with Client-facing teams within SEKO (MK, Account Managers, Client Solutions, Sales) to ensure they offer the best delivery service solutions to clients, these services underpinned by the best carrier selections. Work with the UK Trade Lane Manager to ensure the correct carrier services and pricing are set up in SEKO delivery systems.
REVENUE & MARGIN MANAGEMENT	<ul style="list-style-type: none"> Work with Client-facing commercial teams within SEKO (MK, Account Managers, Client Solutions, Sales) to ensure they understand delivery commercials and how best to present these with rate cards and pricing to clients and prospects. Work with Client-facing teams (Account Managers, Client Solutions, Sales) to highlight variances between volumes forecast and actuals, for those Client-facing teams to best address with Clients. Work with Billing leads to ensure that cost pricing and profitability is as expected and in-line with commercials agreed with carriers and pricing given to Clients.
ADHOC PROJECTS	<ul style="list-style-type: none"> As identified and agreed with line manager and Seko management.