

Job Description: Carrier Manager

JOB TITLE Carrier Manager

LOCATION Milton Keynes

HOURS 37.5 hours, Monday - Friday

REPORTS TO Director Operations Ecommerce

KEY ACCOUNTABILITIES

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.

KEY CONTACTS

Client
Operations

SKILLS

Strong data analytics skills
Problem solver
Relationship manager
Business/ commercial acumen
Process driven
Self-starter

QUALIFICATIONS AND EXPERIENCE

International ecommerce and parcel delivery experience – gained within a carrier, retailer, marketplace, Transport Management System or delivery tech environment.



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YOUR TASKS AND RESPONSIBILITIES:

- 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 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 – this performance management is a key part of the role.
- 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.
- 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.
- 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.



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