

Job Description: Logistics Lead

Function:	Logistics
Position:	Logistics Manager
Immediate manager (N+1 Job title and name):	Sodexo Operations Manager, R&DC
Additional reporting line to:	Sodexo Senior Operations Manager
Position location:	R&D Centre, Cambridge

1. Purpose of the Job – State concisely the aim of the job.

The purpose of this role is to be the point of escalation for all Logistics activities within the Travel Hub and Energy and Data Centre (EDC).

Oversee and coordinate all Logistics service delivery for the Travel Hub and EDC, in collaboration with Logistics Manager in the R&D Centre.

Report monthly to the Site Operations Manager on requests, issues, risks and continuous improvement opportunities.

2. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- The successful candidate will have to come up to speed quickly on a complex stakeholder map spanning multiple organisations (SDX, AZ, Scientific Services, Asset Management and Waste supplier partners)
- Multiple sites across the Cambridge Campus result in evolutions of service making it hard to ensure consistency in service delivery to the Customer
- Sodexo are limited in storage available within the R&D Centre, and storage space will be supported across the Cambridge Biomedical Campus
- It is a highly dynamic environment where the candidate may have to flex their schedule around business needs at short notice and therefore the role requires a high degree of flexibility and agility

3. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Responsible for resource planning logistics operatives within Travel Hub and EDC and, in collaboration with the Logistics Manager, to ensure Logistics across the campus is resourced effectively
- Provide weekly and monthly reports to the Logistics Manager Report highlighting volume of requests, issues encountered, risks and continuous improvement opportunities.
- Single point of contact for day-to-day duties Logistics activities within the Travel Hub and EDC
- Ensure all incoming mail and parcels are tracked via the digital tracking systems ensuring that they are located through each step of the process
- Ensure AZ and Sodexo SHE processes are adhered to including X-Ray scanning all incoming items and initiate security procedures where appropriate
- Act as point of escalation where operational issues occur
- Ensure the effective and efficient delivery of logistics services are completed within SLAs
- Maintain good working relationship with supplier and courier account managers
- Keep records for specified duration for financial and operational auditing purposes
- Ensure the Logistics areas is kept clean and tidy at all times
- Maintain and help to promote a good company image, working attire to be worn at all times and kept in a clean and tidy condition
- Adhere to and ensure the mailroom operative follows all health and safety requirements and instructions
- To undertake any other associated duties as required by the manager
- Ensure high security of post room valuables must be securely locked away
- Apply a continuous improvement outlook on all tasks undertaken
- Ensure Sodexo and logistics incentives and innovations are implemented and managed effectively

4. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- To ensure the mail process is efficient and customer friendly
- To ensure records are kept up to date and escalations reported to line manager immediately
- To ensure all company SHE procedures and checks are completed as instructed
- To represent the company in a positive and professional way at all times

5. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Experience of leading an operational team
- Pleasant, approachable personality
- Able to work on own initiative and as part of a team
- Timely and accurate completion of all associated documents
- An ability to communicate with a range of people
- Patient manner
- Sensitivity to users' needs
- Flexible approach to working arrangements
- Willingness to undertake training as appropriate
- Reliable and trustworthy
- Honest, sense of responsibility and confidentiality
- Experience within logistics services (desirable)

6. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

▪ Ability to multi task		
▪ Excellent Communicator		
▪ Project Coordination skills		
▪ Experience of working within a team		
▪ Attention to detail		
▪ Ability to work on own initiative		
▪ Flexibility that is focused to delivering exceptional customer service		
▪ A hands-on approach		
▪ IT Literate		

7. Management Approval – To be completed by document owner

Version	1	Date	November 2021
Document Owner	Jessica Hamill		

Employee Signature

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