

Role Profile



FCDO Services

Role Title	Head of Global Logistics
Business group	Global Logistics
Job Purpose	<p>The Head of Global Logistics is responsible for delivering the logistics services worldwide. This role draws together internal operations and supplier activity into an end-to-end supply chain working towards achieving a best in-class global distribution network.</p> <p>Reporting initially to the Interim Global Logistics Director, following delivery of the transformation programme, the role will report to Director, Global Services.</p> <p>The network consists of in-house UK and overseas planning, processing, shipping, distribution and development activities. These combine to receive, manage, store and deliver material of multiple security classifications on a scheduled and non-scheduled, project, commercial or urgent basis.</p> <p>The role holder will drive the leadership engagement and performance culture that will deliver the Logistics strategy for FCDO Services. They are also responsible for ensuring the structure and operating model meets business need and will lead on managing changes to ensure a quality service is provided.</p> <p>This is a highly creative role set in a nuanced and complex environment. The post-holder must be able to recognise untapped opportunities and deliver solutions which converts them into tangible benefits for both colleagues and customers. Logistics performs a critical role in almost all projects implemented by FCDO Services, as such the impact of changing the service can be high risk and potential benefit.</p> <p>The overarching requirement of the role is to maximise the efficiency and profitability of the logistics operation while simultaneously achieving best practice in systems, process and technology, continuous improvement, supply chain, automation and delivery. With a relentless focus on customer service, operational excellence and security, the post holder will lead the Global Logistics organisation through the next stage of its evolution. This will primarily focus on developing the relationship with delivery partners, building the global logistics capability and developing a flexible and engaged, customer focussed, workforce. This evolution will deliver efficiency savings, embed a culture of continuous service improvement providing an excellent customer experience while continuing to maintain the highest standards of security and exceed challenging service levels.</p> <p>The role is the central point for logistics supplier governance and service delivery with particular emphasis on the contracted mission critical suppliers, who provide the range of services critical to FCDO Services and our ability to deliver its end-to-end operating commitments.</p> <p>Working with service managers, the post holder will ensure that the services are rigorously managed through controlled change, robust governance and transparent service performance reporting. They are accountable for the interpretation and implementation of customer driven security policy.</p> <p>Whilst the post holder's primary focus is internal, operational customer relationships with a large number of client budget holders and service end-users will need to be carefully managed and aligned to the strategic relationships owned by the Customer Relationships,</p>

	<p>the Heads of Regions and their teams. A collegiate approach is critical to building trust and long term operational relationships with colleagues and clients.</p> <p>The Head of Global Logistics, whilst responsible for the operational logistics planning and scheduling, will also need to work closely with the Head of Programme Delivery and other key stakeholders to ensure that logistics operational plans and schedules and are integrated with FCDO Services wide demand planning.</p> <p>Following the transformational programme, this role will continue to develop the programme by building an engaged, educated and flexible workforce with clear communication.</p> <p>As a member of the senior leadership team, the role holder will work across Operations to drive improvements in customer, financial and delivery performance as well as staff development and engagement.</p> <p>The role holder is expected to guide system development and drive the implementation of lean processes across the supply chain activities.</p> <p>This is a role suited to a specialist in logistics, who can demonstrate skill at both the strategic and tactical levels. A key requirement is a clear understanding of both service and customer delivery (internal and external).</p> <p>The Head of Global Logistics manages and directs a diverse team of c. 150 staff providing leadership, strategic direction and motivation. Primarily based in Hanslope Park with regular travel to London and occasionally overseas locations</p> <p>The successful candidate must be willing to undergo UK Developed Vetting Security Clearance</p>		
<p>Org Chart</p>			
<p>Date Updated</p>	<p>July 2023</p>	<p>Grade</p>	<p>D7</p>

KEY ACCOUNTABILITIES

- Operational accountability for the Global Logistics
- Manage supplier delivery activity and financial performance
- Responsible for delivery of a departmental operating budget
- Overall accountability for ensuring that scheduled and non-scheduled activities are co-ordinated and delivered cost effectively in accordance with service agreements.
- Identify and manage effective, flexible and responsive distribution channels
- Responsible for the ensuring that logistics services operate effectively with overseas delivery.
- Development and delivery of the capital expenditure programmes
- Driving operational change from the introduction of new services and changes to existing services
- Accountable for optimising freight and baggage charges through effective contract management
Understand the nature and scope of all customer groups and with a key understanding of B2B and B2C requirements.
- Deliver on customer KPIs
- Agree priorities and, in conjunction with regional management teams, meet delivery schedules and security demands
- Work to improve the availability and accessibility of logistics information to internal and external customers and improve operational communications to customers
- Develop a culture that drives customer service excellence throughout the team
- Working with colleagues across the senior leadership team to ensure a joined approach to delivering key objectives.
- Benchmark & control 'best practice' logistics processes through process and technology
- Work with service management, to ensure that changes to the service are properly controlled and managed and that reporting of service performance is transparent.
- Improve inventory management and work to optimise stock-levels and the retention of critical components
- Develop, review, implement, communicate and monitor policies and procedures within logistics providing clear direction to other FCDO Services delivery areas
- Support the development and implementation of a globally accessible integrated Warehouse Management and Courier System.
- Drive service improvement plans to improve service effectiveness and efficiency, including the alignment of standard ways of working across the operation to create a fully interchangeable workforce
- Leverage lean experts to deliver a highly efficient and effective end-to-end supply logistics operation
- Drive increased automation to improve or develop additional service delivery
- Manage key Supplier relationships related to service delivery.
- Establish a flexible workforce, with the ability to draw staff from other parts of the business to cope with the peaks and troughs in logistics demand.
- Establish performance goals for all Logistics staff that ensures consistency across the management team and monitoring of performance and development on a continual basis
- Plan and develop staff to enable success in their service delivery role and help develop competencies both relevant to their roles and career aspirations
- Ensure workforce planning in place to meet business needs including development of skills requirements to achieve Corporate Plan with effective succession planning and talent management.
- Achievement and retention of high level of staff engagement through the development and implementation of local action plans.
- Acting as an authority and thought leader in continued supply chain transformation.
- Succession planning and talent management to ensure depth of knowledge across teams to mitigate single points of failure in management or delivery roles across the operation

KNOWLEDGE & KEY SKILLS

Essential:

- A relevant professional or business qualification, e.g. degree and membership of the Chartered Institute of Logistics and Transport
- Logistics experience, ideally across a number of industries such as FMCG, Industrial, transport, E-Commerce etc.
- Proven track record of managing Supply Chain, Logistics, Production and Distribution Operations in a global environment
- Experience of leading large teams, ideally with a UK and overseas footprint.
- Excellent leadership and people management skills, including a proven track record in delivering a culture of service excellence
- A proven change agent able to drive strategic and operational change through others
- Excellent relationship management skills with an inclusive communication style at all levels
- Ensure that systems and processes are in place to provide the safe running of the facilities in line with Health & Safety legal requirements, with specific experience of managing H&S within a warehouse environment
- Ability to negotiate, and influence at a senior level
- Track record in achieving objectives, performance targets and service delivery excellence through teams
- Integrating initiatives to deliver customers net zero environmental and sustainability agenda
- Understands and able to provide a consistent experience in the B2B, B2C and internal customer spaces
- Demonstrable delivery via a continuous improvement approach to achieve a consistently high level on cost and quality, with a clear understanding of budgeting and life time costs
- Resilient under pressure.

Desirable:

- Sound operational knowledge of regulations as they apply to exporting, importing, the airline, transport and global freight distribution industries
- A clear understanding of the balance between, cost, quality and security requirements
- Familiarity with central government and civil service financial regulations and propriety
- Experience of working closely with a range of suppliers, on contracting, outsourcing and system development

CIVIL SERVICE BEHAVIOURS

Top three for job:

- Leadership
- Communicating and Influencing
- Managing a Quality Service

SUCCESS INDICATORS

Success measured and evidenced by:

- Delivery against business plan
- Delivery against service KPIs
- Delivering of service improvements
- Establish a high performing, customer-focused culture
- Excellent staff engagement as measured by staff surveys

Budget Responsibility? Yes/No	If YES, how much: £ per annum	If NO can they authorise payments? Yes/No
Reports to: (Role Title and Grade)	Interim Global Logistics Director initially, then Director, Global Services	
Direct Reports: (Number and grades of staff)	Currently: 2x D6 1x C5	