



Job Description

Job Title: Supply Chain Manager – Courier & Logistics

Department: Supply Chain

Reporting To: Head of Supply Chain

Location: Earls Colne/Ascot (Potentially Northwest) / Hybrid

Hours of Work: Full-time, 42.5 hours per week, Monday–Friday

Contract Type: Permanent

Job Purpose

The Supply Chain Manager – Courier & Logistics is responsible for developing and managing Water Direct's national courier network to support business growth, operational efficiency and excellent customer service.

The role focuses on identifying, onboarding and managing courier suppliers, maintaining strong supplier relationships and ensuring nationwide coverage, capacity and competitive pricing. The postholder will work closely with courier partners and internal stakeholders to improve service performance, increase supplier engagement with Water Direct's digital platforms and support the continued growth of the Water Direct Marketplace.

Working collaboratively with Product, Technology and Marketing teams, as well as external suppliers, the role will contribute to the ongoing development of Water Direct's courier proposition, helping to deliver a reliable, scalable and digitally enabled logistics network.

As part of the wider Supply Chain team, the role works closely with fellow Supply Chain Managers, providing support, knowledge sharing and operational cover during periods of increased demand, emergency response activity and planned or unplanned absence to ensure continuity of service across the business.

Key Responsibilities

Courier Network Growth & Development

- Support the growth of Water Direct's courier network across the UK.
- Identify gaps in coverage and capacity and source suitable courier suppliers.
- Assess, onboard and develop new courier partners in line with company standards.
- Build and maintain a resilient supplier network capable of supporting customer demand, seasonal peaks and emergency response activities.
- Develop positive working relationships with regional and national courier providers.

Water Direct Connect

- Promote supplier engagement and adoption of Water Direct Connect.
- Support suppliers in maximising the benefits of the platform, improving communication, visibility and operational efficiency.
- Gather supplier feedback and share recommendations with internal teams to support future platform improvements.
- Encourage suppliers to adopt digital processes and reduce reliance on manual methods where appropriate.

Water Direct Marketplace Development

- Support the ongoing growth and development of the Water Direct Marketplace.
- Assist with attracting and onboarding independent drivers and local courier businesses onto the platform.
- Work with internal teams to improve supplier experience and marketplace performance.
- Monitor supplier engagement and service delivery, identifying opportunities for improvement.

Supplier Relationship Management

- Build and maintain effective relationships with key courier suppliers.
- Conduct regular supplier review meetings to discuss performance, capacity and service levels.
- Develop and maintain supplier scorecards and performance reports.
- Support supplier improvement plans where required.
- Work closely with the Planning Team to resolve service issues and improve delivery performance.
- Analyse supplier performance and delivery trends to identify opportunities for service improvements and efficiencies.
- Support commercial negotiations relating to rates, service levels and contractual agreements.
- Deliver value for money whilst maintaining service quality and reliability.

Safety, Quality & Compliance

- Maintain supplier onboarding, compliance and accreditation processes.
 - Ensure suppliers maintain appropriate licences, insurances and regulatory requirements.
 - Support the development and maintenance of SOPs, operational standards and best-practice guidance.
 - Conduct supplier compliance reviews and audits.
 - Investigate service failures, incidents and non-conformances and support corrective actions.
 - Promote high standards of safety, quality and customer service across the courier network.
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Success Measures/KPI Framework

The postholder will be expected to achieve agreed annual objectives and key performance indicators, demonstrate Water Direct's values and behaviours, maintain compliance with company policies and contribute positively to departmental and organisational performance.

Person Specification

The following is a list of minimum requirements necessary to perform the role.

Skills & Competencies

- Relationship building and stakeholder management.
- Commercial awareness.
- Negotiation and influencing skills.
- Problem solving and decision making.
- Organisation and prioritisation.
- Data analysis and reporting.
- Effective communication and collaboration.
- Continuous improvement mindset.

Knowledge & Experience

- Experience working within the courier, transport or logistics sector.
- Experience managing supplier or customer relationships.
- Experience working within a fast-paced operational environment.
- Experience analysing performance data and identifying improvement opportunities.
- Strong communication and stakeholder management skills.

Desirable Criteria

- Experience of digital logistics or supplier management platforms.
- Experience of supplier audits and compliance management.
- Experience negotiating rates and service agreements.
- Experience within a service-led or emergency response environment.

Qualifications Desired

- CIPS Level 3 or Level 4 qualification (or working towards).
- Qualification in Supply Chain, Logistics, Transport Management or Business Management.
- IOSH Managing Safely (particularly given the supplier compliance and H&S responsibilities within the role).

Equality, Diversity & Inclusion

The Company is committed to promoting equality, diversity, and inclusion in the workplace. We welcome applications from all suitably qualified individuals regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Health & Safety

Employees are required to comply with all health and safety policies and procedures and take reasonable care for their own health and safety and that of others who may be affected by their actions.

Data Protection & Confidentiality

Employees must maintain confidentiality and comply with the UK GDPR, Data Protection Act 2018, and company policies regarding the handling of personal and sensitive information.

Flexibility Clause

This job description is intended to outline the main duties and responsibilities of the role. It is not exhaustive, and the Company reserves the right to amend duties in line with business needs following appropriate consultation.