



PR/118785 | Operations Supervisor, Freight Forwarding Industry

募集職種

人材紹介会社

ジェイエイシーリクルートメントイギリス

求人ID

1618627

業種

物流・倉庫

雇用形態

正社員

勤務地

イギリス

給与

経験考慮の上、応相談

更新日

2026年10月20日 10:34

応募必要条件

職務経験

6年以上

キャリアレベル

中途経験者レベル

英語レベル

流暢レベル

日本語レベル

無し

最終学歴

短大卒：準学士号

現在のビザ

日本での就労許可は必要ありません

募集要項

Operations Supervisor

Location: West Drayton (Office-Based)

Reporting to: Operations Manager

Hours: Monday to Friday, 09:00-17:00

Salary: £30,000+ (Dependent on Experience)

Position Summary

The Operations Supervisor is responsible for the day-to-day management of multimodal freight operations while supervising and supporting the Operations Team. The role combines operational oversight, customer service, compliance management, and team leadership to ensure efficient and compliant shipment execution.

Key Responsibilities

- Manage import, export, and cross-trade shipments from initiation to completion.
- Supervise daily operational activities and provide support to team members.
- Monitor operational performance and service standards.

- Ensure compliance with company procedures, customs regulations, and trade requirements.
- Act as an escalation point for operational and customer-related issues.
- Provide coaching, training, and guidance to operational staff.
- Coordinate with customers, carriers, overseas partners, and internal stakeholders.
- Support process improvement initiatives and operational efficiency.
- Assist with resource planning and workload allocation.
- Contribute to the development and implementation of operational procedures.
- Support business development initiatives, including new logistics services and special projects.
- Participate in out-of-hours support when required for time-critical shipments, including Ship Spares operations.

Requirements Essential

- Minimum 5 years' experience in freight forwarding or logistics operations.
- Proven experience managing import, export, and cross-trade shipments.
- Strong knowledge of air, sea, and road freight operations.
- Good understanding of UK customs procedures and trade compliance.
- Knowledge of Incoterms and international logistics processes.
- Strong organisational and problem-solving skills.
- Excellent communication and customer service abilities.
- Ability to work effectively in a fast-paced environment.

Desirable

- Previous supervisory, team leader, or senior operator experience.
- Experience with bonded cargo, temporary imports/exports, IPR, OPR, and T1 procedures.
- Experience within Ship Spares, Pharmaceutical, Aerospace, Dangerous Goods, Bonded Cargo, or Project Cargo sectors.

Systems Knowledge

Experience with one or more of the following systems is advantageous:

- CargoWise
- Sequoia
- CNS
- Destin8
- NCTS
- Microsoft 365

Personal Attributes

- Professional and organised.
- Proactive and results-oriented.
- Detail-oriented with a focus on accuracy.
- Strong leadership and team-working skills.
- Customer-focused with a solution-driven approach.
- Able to perform effectively under pressure and meet deadlines.

We regret to inform applicants that only shortlisted candidates will be notified. Thank you for your understanding.

#LI-JACUK

#MW

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会社説明