



Hub Manager

We are seeking a logistics co-ordinator with sales experience to join our new start-up. This position will require you overseeing and managing our Multi-shopper driver network (MSDN), within a certain geographical area to ensure smooth delivery of our customers daily shopping and collection needs.

We offer a niche lifestyle shopping service to our subscribers to give them the time back that they cherish, to spend doing, the things they enjoy doing.

Our brand delivers quality on every occasion, so attention to detail and a passion for customer service is essential to the role.

Our goals as a company is to provide a high-class customer service experience to help customers identify and purchase our new services, and to increase company growth and revenue through sales maximisation.

Our users could be monthly subscribers or one-off shoppers, either way we deliver the service with quality 24 7.

You will be responsible for organising and monitoring the customer order cycle, ensuring that our Multi-shopper driver network are aware of what is needed to fulfil our customer's requests.

This position is to manage and orchestrate our Multi-shopper driver network so you will therefore have excellent people and communication skills and be able to multi-task. You will be communicating with numerous drivers throughout the day, as you organise and monitor customer orders ensuring that the drivers are in place to deliver within the scheduled time.

Our overall goal is to find the right person(s) to manage the entire process, enhancing business growth, ensuring sustainability, and increasing customer satisfaction.

Hub Managers duties and responsibilities

- Ensure high levels of customer service satisfaction through excellent sales service.
- Ascertain customer's needs and requirements.
- Active involvement in the registration of new subscribers.
- Plan and manage logistically our fleet of drivers/shoppers and customers services.
- Visualise, facilitate, optimize and co-ordinate our customers order cycle from start to finish.
- Liaise and negotiate with key players in our service chain such as Independent Retailers through to our customers.
- Track quality, delivery routes, timelines and productivity of our delivery area network.
- Address any problems or complaints that may arise quickly and amicably.

- Recruit, hire, train and oversee company business, as and when necessary.
- Accurately describe our service features and benefits.
- Be able to analyse data trends and consider performance modifications and implement improvements.
- Keeping up to date with company services.
- Comply with all regulations, laws and policies.

Person Specification

Essential

- Significant work experience as a distribution or logistics co-ordinator or another similar role.
- Sound understanding of sales principles and customers service practices.
- Experience and proficiency in standard logistics software i.e. Microsoft O365.
- Strong data entry skills and attention to detail.
- Exceptional analytical thinking, problem solving and organisational skills.
- Able to prioritise work, delegate and meet deadlines.
- Solid communication and interpersonal skills
- Customer service focused
- Proficiency in English
- Educated to GCSE standard or equivalent.

This a home-based role and will require a Windows based computer, capable of running Microsoft Office O365, along with a smart phone running its current updated operating system, i.e. IOS, Android, etc.

So, if you want to join our friendly, driven, customer focused team of driver/shoppers, and you feel you have the necessary skills to help grow our new brand and enjoy meeting different people from all walks of life, then complete the on-line form and upload your current CV.

Applicants that are invited to attend a face-to-face interview must present original documentation demonstrating their eligibility to work in the UK, along with other specified documents.

Please note, as we expect to receive a high volume of applications for this vacancy, you are advised to submit your fully completed forms at the earliest opportunity, as the closing date may be brought forward.