



JOB DESCRIPTION

OUTBOUND LOGISTICS MANAGER (DIRECT-TO-CONSUMER)

About Us

With years of experience in importing and distributing products from all corners of the globe, particularly the vibrant markets of the Far East and China, we've honed our expertise. Our brands cover everything from surf and skate to water sports, outdoor play, and toys, catering to diverse interests. While we specialize in providing affordable options, our commitment to cutting-edge design, quality, and value for money sets us apart. Behind every product is our dedicated in-house design and development team, constantly dreaming up fresh and innovative ideas. We believe that evolving our brands and products is key to our ongoing success. Our clientele includes independent retailers, wholesalers, buying groups, major chain stores, and an ever-expanding network of international distributors. Join us as we continue to spread the joy of leisure across the globe.

The Job Role

We are seeking a logistics professional with experience managing parcel carrier networks in a high-volume D2C environment, combining strong commercial, analytical, and operational skills to optimise costs, improve fulfilment performance, and deliver an exceptional end-to-end customer experience.

The successful candidate will optimise delivery performance, analyse shipping costs, and drive improvements across the outbound fulfilment journey to support customer satisfaction and business profitability. They will work collaboratively with Warehouse Operations, Customer Services, Commercial, Finance, and carrier partners to deliver a best-in-class customer delivery experience.

What You'll Be Doing

- Manage carrier performance against SLAs by monitoring key metrics, including On-Time Delivery and customer complaints, and leading regular performance reviews to drive continuous improvement.
- Manage carrier pricing, shipping cost analysis, and invoice validation to optimise transport spend and maintain service levels.
- Support budgeting, forecasting, and the development of business cases for new delivery services and carrier propositions
- Oversee daily dispatch planning, carrier allocation, and shipping cut-off performance to balance cost, service levels, and customer expectations.
- Collaborate with warehouse operations to improve productivity while supporting peak trading periods, promotional events, and new product launches.
- Track delivery performance across all channels, identifying trends and recurring issues to improve service quality.
- Partner with Customer Services to resolve escalations, enhance delivery communications and tracking, and improve first-time delivery success and customer satisfaction.
- Ensure shipping data, carrier schedules, routing guides, and operational documentation remain accurate and up to date across all systems.
- Produce logistics performance reports while maintaining records to support claims, audits, and financial reconciliation.
- Drive continuous improvement across outbound logistics by optimising carrier mix, increasing operational efficiency, and introducing commercially viable delivery services.
- Ensure strict adherence to Health & Safety and compliance with international regulations.
- Any other duties deemed necessary by the company for the successful completion of the role or for the benefit of the company.



Are You?

- Experienced in managing outbound logistics within D2C, eCommerce, or retail environments, with strong knowledge of UK parcel networks, home delivery operations, and carrier commercial agreements.
- Skilled in analysing transport costs, logistics performance, and operational data to identify improvements and drive efficiency.
- Highly organised and commercially focused, with advanced Excel capability, strong reporting skills, and excellent stakeholder management
- Experience managing relationships with major parcel carriers such as Amazon Shipping, Evri, DPD, DHL, Royal Mail, Yodel, FedEx, or UPS.
- Strong understanding of peak planning, marketplace fulfilment, and omnichannel logistics within high-volume environments.
- Familiarity with WMS and ERP systems, with experience supporting carrier procurement, tender processes, and logistics optimisation.

Can You?

- A customer-focused, highly organised, and process-driven individual with strong commercial awareness and the ability to make informed, data-led decisions.
- Demonstrates exceptional attention to detail, a proactive approach to problem-solving, and the ability to thrive in a fast-paced environment.
- Build strong relationships with internal stakeholders and external partners while remaining resilient, adaptable, and accountable.

Benefits

The Wilton Bradley Group are a family-owned business committed to supporting our employees in both their professional and personal lives. We offer a range of benefits designed to enhance their well-being and work experience. Employees enjoy an exclusive discount of 40% off online products.

We also provide a competitive company pension with an annual salary exchange opportunity, sick pay, and enhanced maternity and paternity pay. With 33 days of annual holiday, our employees have ample time to recharge and spend time with their loved ones.

Additionally, we foster a vibrant workplace culture through annual company events and recognition such as long service awards. To promote health and sustainability, we offer a membership of the Healthshield cash back scheme, a Cycle-To-Work scheme after six months of service and provide free on-site parking. Our casual dress code encourages comfort and expression, while our comprehensive induction and training program ensures professional and personal development opportunities for all. Plus, employees can enjoy complimentary tea and coffee to fuel their day.

For more information, please contact Marianne Clark, Human Resource Assistant:
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