

## **EOI in development**

### **L2: Express delivery mentor supervisor**

#### **Title of occupation**

Express delivery mentor - supervisor

#### **Level of occupation**

Level 3

#### **Route**

Transport and logistics

#### **Typical duration of apprenticeship**

18 months

#### **Occupation summary**

This occupation is found in the logistics sector and provides the centralised support that enables the rapid distribution of goods in transit to couriers and postal services. Employers in this sector provide the vital link between those sending and receiving a very wide range of letters, parcels, packets and other packages. Many organisations are found in the private sector with a few in the public sector too. The work is always highly organised and often uses the latest technological solutions, as sortation hubs can process millions of items each day. Sortation hub operatives often work for employers that have national coverage, though some are smaller and more specialist and could focus on certain types of goods.

The broad purpose of the occupation is to contribute to the successful processing of items within the expected timeframe. Sortation hub operatives receive, assess, and sort goods by destination. These goods are then collected for “final mile” delivery. Goods are typically small enough for manual handling, and could be almost anything, from online shopping orders intended for home delivery through to business-to-business sales. Sortation hub operatives are vital therefore in ensuring the smooth running of these complex, semi-automated operations. Sortation hub operatives do not store or deliver goods themselves. Instead, they provide an express service, turning around the distribution of these goods to couriers/postal services and other road transport operators at great speed, often within a few hours of receipt. Sortation hub operatives can expect to work indoors and at a fixed site. They usually work shifts, which quite commonly includes some unsociable hours.

In their daily work, an employee in this occupation interacts with other sortation hub operatives within their own team, together with the supervisor or manager who they report to. They may need to contact a specialist team following a major problem, for instance with their IT systems or mechanical equipment. Sortation hub operatives may also be expected to liaise on occasion with the organisation who is either sending, delivering or collecting items, including retailers, wholesalers, manufacturers, courier companies, and postal companies

An employee in this occupation will be responsible for completing their own work to

specification, with minimal supervision, ensuring they meet set deadlines. Sortation hub operatives are responsible for maintaining their own workspace, and responsible for operating highly technical, specialist equipment. Depending on the type of employer this could involve loading/unloading goods using booms or cages, operating multi lane belt sorters, automated chutes, and using sophisticated IT systems They are responsible for meeting quality requirements and working compliantly to their own organisations procedures. They must also work in accordance with health and safety considerations. They will typically fix issues like jams but will escalate more significant issues that are beyond their own responsibility. Sortation hub operative's tend to work in teams where everyone has a specialist task and all work together in order to complete their shared goals.

## **Are there any statutory/regulatory or other typical entry requirements?**

No

## **Occupation duties**

### **Level 3: Express Delivery Supervisor Mentor**

These Standards will be distinct from other Standards in the broader logistics and supply chain sector.

The context is the rapid and continuing growth of internet-generated sales. This has created demand for a new cohort of operatives and professionals with the skills needed to sort and deliver goods to precise and demanding delivery specifications. This takes place in an environment where domestic and business customers have rising expectations of service quality and customer service.

Figures from IMRG show an exploding number pattern for on-line retail, 'shift from high street purchase to home delivery has exploded,' says Nick Langdon, boss of the Royal Mail. the IMRG figures reported 26 % of 2016 retail purchases were home delivered. Interpreting the IMRG figures propose that half of retail purchase will be home delivered by 2020, this is a double growth in the next five years' says Carl Lomas MBE, chairman of the Institute of Couriers.

Fulfilment of these internet-generated orders has led to a new physical infrastructure of sortation hubs using specialist equipment and fleets of specialised vehicles – with an increasing focus on reducing the environmental impact of deliveries. This has been accompanied by widespread adoption of sophisticated ICT systems to process orders, generate route instructions and gather data to enable the monitoring of key performance indicators.

Express is unique, it is evolving and has strong demand for a next generation workforce as e-retail home delivery explodes its numbers with the continuing shift of high street retail to

home delivery. In express no items are stored, no pallets are used, mail, parcels, food and meals are collected, sorted for delivery and delivered in short timescales.

Operative roles in a sortation hub are very different from those in a traditional warehouse and the management skills are similarly different from those of warehouse management and vehicle fleet management.

Express roles rarely include warehouse and storage activities, goods pass through a sortation hub in less than 24 hours and often less than six hours, there is no conventional storage, rack and stack operation.

Express roles do not include the purchase or sourcing of goods in the supply chain, Express goods is about handling consumer orders and fulfilling urgent delivery for multiple brands.

### **Summary of role for L3 express supervisor mentor.**

A supervisor mentor in express delivery with responsibility for driving own route, mentoring other drivers, operating sortation equipment, and reviewing package volume, sortation and route allocation.

Spends time in the hub to oversee sortation, routes, and package allocation of absent drivers where routes need allocation in that shift.

Is likely to hold a delivery allocation; operating in a dual role of delivery and supervision, holding a vehicle licence relevant to the weight of operation.

Responsible to identify network sortation label errors, identify and deal with packages where rate does not match service and deal with damaged or incorrectly addressed items.

Mentors on address error and re-delivery.

Acts as a mentor on compliance with national and international regulations and company rules.

Mentors security and champions brand.

### **Duties**

1. Providing a supervisor role to implement and maintain key performance indicators, measuring first time delivery success at the front line.
2. Identify volume and time frame for express traffic in front line team.
3. Informing the front line team about volume, new and existing streams of work,
4. Interpret data of volume flows through the express collection and delivery process.
5. Carry out own delivery/collection allocation
6. Operate manual and semi-automated sortation machinery, such as manual hopper feeds.
7. Identify parcels and goods to ensure correct network sortation labelling

8. Deal with goods which do not match charge rate or services.
9. Identify return packages, advise colleagues appropriate alternative delivery.
10. Identify destination addresses errors and advise team
11. Inform line management of vehicles to routes where drivers are absent from shift
12. Explain company policies to front line teams
13. Ensuring that delivery and sortation operation complies with all legal, regulatory requirements.
14. Act as mentor to maintain health and safety in the workplace
15. Mentor the organisations safeguarding requirements.
16. Identify efficiencies for express routes
17. Mentor security policy for goods.
18. Act as a brand champion of the LSP to front line drivers and sorters.

### **Knowledge, Skills & behaviour (Not reviewed in this version)**

#### **Take up of this Apprenticeship**

Assuming the development process runs smoothly, we envisage the resulting apprenticeship being ready to deliver starts from Autumn 2021 with an annual take-up of 1,000 starts across the sector.

### **Lit review for Duties in other streams - levels of Express**

#### **Duties in sortation level 2**

**Duty 1** Determine the nature of goods (e.g perishable items) and select the most suitable approach to sortation.

**Duty 2** Unload and load goods using the correct equipment. This includes for example trays, roller cages, mail bags and loading booms.

**Duty 3** Process goods, working with conveyor belts, sortation equipment and chutes

**Duty 4** Read and respond to machine data for sortation equipment.

**Duty 5** Operate manual and semi-automated sortation machinery, such as manual hopper feeds.

**Duty 6** Identify and report mechanical failures.

**Duty 7** Comply with health and safety and all other relevant sortation procedures.

**Duty 8** Examine goods and identify the destination labelling.

**Duty 9** Determine the volume and weight of goods to cost, and match goods to available dispatch services.

**Duty 10** Maintain, clean and unblock sortation equipment

**Duty 11** Operate and monitor IT systems used for automated sortation and sequencing.

**Duty 12** Calibrate sortation equipment before and after operation cycles.

**Duty 13** Escalate sortation problems beyond own control

**Duty 14** Identify damaged goods and take action in accordance with own organisation requirements

**Duty 15** Create reports on sortation performance.

**Duty 16** Meet organisational targets for express delivery, by coordinating own work with that of the sortation hub team

## **Duties in express level 6**

### **Duties:**

1. Developing and implementing business strategies, financial and operational plans in express logistics.
2. Providing a leading role to implement and maintain the key performance indicators, measuring delivery speed and reliability to achieve service standards which includes a time promise to the customer.
3. Interpreting data to manage volume flows through the express collection and delivery process.
4. Creating, managing and implementing company policies related to collections, deliveries, failed deliveries and returns.
5. Managing operations to ensure correct sortation labelling and packaging of goods on the network
6. Ensuring that the express logistics operation complies with all legal, regulatory requirements, leading in dealing with security breaches & identifying match of operations to quality standards.
7. Complying with the law and contracts in sortation, express delivery, and postal services.
8. Managing operations to ensure compliance with Customs regulations related to bonded goods.
9. Managing the organisations policies, safeguarding, legislative and regulatory requirements.
10. Implementing quality standards in the LSP where they comply with business operations.
11. Acting as a brand champion of the LSP, meeting existing customer expectations and improving customer service, communicating delivery performance.
12. Preparing and presenting bids to new customers for express services.
13. Line managing people in LSPs, applying performance management to achieve standards and meet targets, demonstrating empowerment of people and use of complex data, applying reading and learning to influence own practice.
14. Reviewing sortation operations and developing innovation with latest technology.

15. Informing the team about new and existing streams of work, informing cost in the business, matching to quality standards and reviewing continuity.
16. Demonstrating ways to minimise business costs while meeting customer requirements.
17. Carrying out financial & data analysis, forecasting to propose a financial plan.
18. Implementing best practice in express logistics.
19. Applying dynamic risk assessment principles to express services, ensuring business continuity.
20. Working in line with the LSP operational plan to both short and long term changes in the external environment.

## **Vision of Level 4: Sortation Hub Supervisor / Manager**

### **Level 4: SORTATION HUB SUPERVISOR / MANAGER**

#### **Summary**

Designated as shift manager, process manager or first line manager; responsible for route allocations of vehicles for both delivery and collection. Working from the hub, managing incoming express delivery packages to volume and delivery timescales in a geographic area. Supervising collection routes into the network and allocating return loads to the wider network in a safe and cost effective way. They manage express delivery supervisors, sortation hub supervisors, office supervisors & customer service operations staff. They may be responsible for up to 750 thousand square feet of sortation hub. They are likely to be the Legal Holder of the Transport Managers Certificate in Professional Competence for the operation that complies with EU Regulations No 1071/2009 and may well be the Fleet Operator Recognition Scheme nominated practitioner.

#### **Duty**

- Monitoring volume and time frame for express traffic in the sortation hub
- Allocation of vehicles and human resources to meet delivery and collection requirements
- Maintain and review data to manage flow through the sortation hub
- Deal with any problems that occur in the flow of package and goods through the hub
- Security responsibility for goods, access and exit

- Liaise with customers in the event of problems
- Manage sub-contractors or other third parties, dealing with mixed models of PAYE and self-employment.
- Ensure flow of packages in and out of the sortation hub meets the schedule/s
- Compliance of the hub with workplace and mobile workplace health and safety
- Compliance with Dept. for Transport Operators Licence conditions
- First line personnel management for driver and supervisor workforce
- Maintain health and safety in the workplace

### **Knowledge and Skills**

- Interpretation of information from manual and ICT systems to allocate, record and report sortation/delivery activity
- Customer service
- Routeing and scheduling using manual and ICT systems
- Team Management
- Written and verbal communication with all colleagues

### **Take up of this Apprenticeship**

Assuming the development process runs smoothly, we envisage the resulting apprenticeship being ready to deliver starts from April 2018 with an annual take-up of 2,000 starts across the sector.