

Express Delivery Manager Apprenticeship Standard

Occupation: Express Delivery Manager, **Level:** 6, **Programme duration:** The apprenticeship will take a minimum of 24 months to complete.

Role: The dramatic changes to the UK's logistics sector brought about by the advent and rapid growth of internet sales have created demand for a new breed of logistics professional with the skills needed to source, locate and deliver goods to precise and demanding delivery specifications – the Express Delivery Manager. This Standard sets out the knowledge, skills and behaviours needed by the senior managers in the technology led, fast paced, 24/7 world of Express Deliveries. These are not the traditional skills of warehouse management and vehicle fleet management, but the skills of data analysis, real time business planning and time critical decision making. All Apprentices are required to gain and maintain all of the knowledge set out in this Standard, irrespective of their current or initial job role and duties.

	Knowledge and Understanding	Skills	Behaviours
Technical Operations	<p>Range of express delivery services offered to domestic and business customers; concept of 'the last mile', deliveries of all types of goods, care of perishable items, collections and returns across multiple brands, services, reverse logistics</p> <p>Learn and maintain UK geographic and local road network knowledge to plan and check routes. Road map reading, use of satellite navigation and postcodes to locate addresses</p> <p>ICT systems for express delivery management, Hardware and software used to plan and manage deliveries and collection</p> <p>Principles of commercial and common contract law as applied to express delivery businesses. Principles and laws relating to self-employment in express delivery services, Contract management</p> <p>The Laws and Regulations applying to traffic, transport operations, and to specific goods e.g. hazardous goods, resource planning</p> <p>Understand business models, Corporate Structure of own organisation, reporting lines, Disciplinary processes</p> <p>Management and development of Human Resources, Employment Law, management of conflict in the workplace, People development, Training and mentoring subordinates</p> <p>'O' licence requirements, Transport Manager CPC, OCRS, Compliance processes, Compliance of vehicle and driver</p>	<p>Plan and track progress against a schedule, using equipment where required e.g. scheduling software, satellite navigation, Create delivery/ collection schedules; write route instructions,</p> <p>Create company policies and instructions related to collections, deliveries, failed deliveries and returns</p> <p>Consistently meet customer expectations, respond to customer's needs and identify ways to improve customer service, Customer relationships</p> <p>Application of Legislation in the workplace, Comply with legal and regulatory requirements relating to express delivery services a</p> <p>Commercial acumen, Contract management, Comply with the law and with contracts to provide express delivery, postal and courier services, Manage a contract from a client company</p> <p>Line management, Mentoring, Leadership/drive standards, People management, Build and lead teams, Performance Management, Disciplinary process, Appraisal, Conflict management, Manage employees and self-employed contractors</p> <p>Business language skills</p> <p>Implement H&S of workplace and H&S for drivers</p> <p>Presentation skills, Present complex data and information in a business format, Reading and learning</p>	<p>Acts as a company ambassador, Shows pride in work: integrity, Shares business core values, Wants to integrate into industry,</p> <p>Fair, Committed, Ethical, Consistent</p> <p>Customer focussed, strives to improve service quality</p> <p>Authoritative, Confident, Positive and confident</p> <p>Leadership, Tenacity, Interaction, Loyalty</p> <p>Engages positively with colleagues and clients</p> <p>Creative, Innovative, Lead by example</p> <p>Takes personal responsibility for the environmental impacts of express delivery, postal and courier services and strives to reduce those impacts</p> <p>Adopts a healthy lifestyle and encourages colleagues and subordinates to eat an appropriate, balanced diet and take regular exercise to ensure and enhance own health and fitness to work</p> <p>All-rounder, Learning approach, Pro-active, , Pro-active able to challenge, Adapt to change, Reacts</p>

	<p>Quality Standards used in the sector and organisation, FORS and other schemes</p> <p>Customer experience, Consumer behaviour, Customer development, Why people buy, Sales management, Use of Social media</p> <p>Reporting and planning, Data analysis and information management, Resource planning, Business Transformation, Thinking out of the box</p>	<p>Create a champion = emulation of competition, Innovation, Apply technology</p>	<p>quickly, Clear thinking, Not afraid to apply learning, Willing to take calculated risk</p> <p>People person, Empathy, Recognises good and bad behaviours</p> <p>Risk averse, Detail, Reliable, Accurate, Process driven</p>
Financial	<p>The business models for express delivery services; employed and self- employed couriers, types of contract and payment processes used by companies</p> <p>Finance for non-financial managers</p> <p>Where costs occur in the business process P+L accounting, Financial management, Business Planning, Budgeting – setting and managing, Basic accounts,</p>	<p>Work in a way that minimises business costs while meeting customer requirements</p> <p>Analytical skills, Data analysis, Data management, Forecasting and modelling</p> <p>Basic accounts, Able to propose financial plan,</p>	<p>Acts with integrity and honesty in all financial dealings, astute in work activities and acts credibly</p> <p>Links performance to earning, understands impact of behaviour on the P+L</p>
Safety	<p>Health and safety and specific security regulations related to goods carried and how these impact on business operations</p> <p>The potential environmental and air pollution hazards associated with express delivery, postal and courier services in urban and rural environments</p> <p>National legislation and own organisations policy with regard to safeguarding young people and vulnerable adults</p>	<p>Comply with rules and regulations relating to the movement and handling of items, handling goods correctly using lifting and other equipment where appropriate</p> <p>Ensure appropriate daily equipment or vehicle checks and rectification of reported faults</p>	<p>Shows concern about the safety of self, customers and the wider public</p>
Contingencies	<p>Range of potential contingencies and impact on business operations</p>	<p>Apply dynamic risk assessment principles to plan and respond to changing circumstances e.g. footpath closures, road diversions, incidents and accidents</p>	<p>Is calm under pressure and focused on solutions not problems</p>
Progression			
Entry Requirements	Individual employers will set the selection criteria for their Apprenticeships.		
Qualifications	Apprentices without level 2 English and maths will need to achieve this level prior to taking the end-point assessment		
Recognition	This Apprenticeship is supported by the Institute of Couriers (IOC) and Apprentices will automatically be eligible for Associate Membership of this industry professional body as the programme will provide sufficient knowledge and sector experience to satisfy the requirements for IOC entry.		
Review	The Standard will be reviewed after 3 years		