



## **Continuous Improvement Project Coordinator Job Description**

### **Reporting to:**

Regional Operations Manager

### **Key relationships:**

- Regional Operations Manager
- Other Continuous Improvement Project Coordinator Colleague (in the North)
- Regional/Warehouse CI champions
- Warehouse Managers
- Warehouse Operations and Section Managers
- Senior management team at ILG
- Yusen Logistics UK (YLUK) & EU (YLEU) Contract Logistics team
- EU (YLEU) Business Improvement Department, incorporating project leads across Yusen Excellence System (Y.E.S) programme
- Heads of Department for Operations, Warehouse Managers, IT and Client Services
- Suppliers and clients at management level

### **Location:**

The role, in the main, will be based in West Sussex. Reasonable travel at short notice is expected to other ILG UK or YLUK sites and any ILG site in Europe as and when needed. ILG is open to embracing remote working in line with its homeworking policy.

### **Role summary - Continuous Improvement and coordination of Y.E.S for ILG**

- Assist with the review and documentation of current processes, identifying areas for improvement and build, present and drive business change with clearly defined and measurable return on investment, supporting the warehouse teams - particularly for our top 20 accounts
- Assist the ROM to work with internal stakeholders to drive process review and change demonstrating quantifiable cost-downs. For example, labour, equipment, productivity gains, Health & Safety enhancements
- Help review, research and implement solutions design and tech enhancement, clearly documenting return of investment and overall benefit
- Help conduct detailed analysis of data available from the ILG Warehouse Management System (WMS) to identify areas of opportunity
- Provide administrative support to keep CI tracker up-to-date, ensuring measurable benefit for each improvement is quantified and documented.
- Help to implement changes agreed by CAB, with in-depth audit after 3 months documenting actual vs expected return on investment
- Assist and work with Warehouse Managers, Warehouse Operations and Section Managers

- Stay ahead of CI trends within the industry by actively participating in professional associations, attending conferences, exhibitions and webinars to identify, justify and implement new processes and product offerings that yield a competitive advantage for ILG
- Help to review current IT platforms for CI and make recommendations to enhance or change software in line with ILGs growth strategy
- Work closely with ILG Commercial Team to review any client-driven changes to existing processes, assessing impact and submitting proposals for approval
- Work closely with the IT team and key IT suppliers to ensure items that require development are included with any associated roadmaps. Provide testing support where necessary to ensure new functionality is fit for purpose
- Develop an in-depth understanding of the Yusen Excellence Systems programme, how to document, communicate, liaise and update the local and central team
- Help to ensure that ILG is the leading continuous improvement area within the YLEU element of the Yusen Excellence Systems Programme
- Help the quality assessments for ILG across relevant categories of the Y.E.S programme, proactively working in conjunction with warehouse and regional managers, plus other relevant colleagues
- Assist in the coaching of Warehouse and Regional Managers to complete own quality assessments where appropriate
- Assist in the development of best practise and standardisation across all sites
- Help to develop a Kaizen/5S culture with the local operational team in conjunction with senior management team within the department

#### **Role summary - Solutions Design**

- Assist in the process of the design, reconfiguration/construction of warehouse facilities, including onsite coordination of contract installation resources
- Assist in the design of warehouse layouts and storage solutions that align with facility operational requirements
- Work with various vendors (racking, material handling equipment, labour, etc.) to help to take designs to quote and through the internal procurement process
- Help to design warehouse optimisation models for warehousing inventory capacity and inbound/outbound processing

#### **Role summary**

- Maintain strong, collaborative relationships with operational team and suppliers in order to support completion of process improvements
- Maintain strong relationships with key internal stakeholders (ILG and Yusen Europe) and externally, with key systems providers as well as operational management
- Combine operational knowledge with business perspective and strong process management to deliver timely decision making and strong communication
- Bring energy, vision and passion to the organisation
- Challenge the CI champions and operations team in a constructive way, driving continued commercial performance and value-creation.
- Bring a strong team ethos within the Continuous Improvement and Operations team
- Proactively follow trends within our industry and the industries we serve to understand risks and opportunities for the business, sharing knowledge and insight within the CI and Ops team
- Working in the warehouse if required

**Experience:**

- Proven CI background from creation through to completion with demonstratable business impact
- Experience reporting to management
- Excellent communication skills
- A keen eye for detail, influencing others to ensure adherence to agreed processes and standards
- Assist others to facilitate their own process improvements
- Good technical operations knowledge, with a proven track record of making a tangible and quantifiable positive difference; client cost-savings, internal cost-savings, productivity increases, process change
- Track record of successfully working with and influencing a range of clients across different sectors
- A track record of successfully contributing to both pro-actively created and assigned projects
- Ability to work with minimal resource and at times, independently to create and deliver improvements
- Strong data analysis skills with the ability to confidently report progress to stakeholders
- Experience of conducting quality assessments (desirable)
- Familiarity with warehouse environment, general understanding of warehouse operations
- Prior experience of working in a business either providing 3<sup>rd</sup> party logistics services or experience in the industries ILG serve would be beneficial (desirable)
- Kaizen, 5S, Prince 2, Lean Management methodology background (desirable)
- Experience of working with a variety of Continuous Improvement software platforms (desirable)

**Personal characteristics:**

- Detail focussed, with high standards of quality a core commitment
- A passion for Continuous Improvement, with an absolute focus on delivering successful outcomes for our clients and ILG
- Comfortable dealing with internal stakeholders
- A built-in desire to drive and deliver change
- Have a clear instinct for solutions-design
- Be energetic, enthusiastic and driven, will act with pace and proactivity in all aspects of the role – a self-starter that doesn't require hands-on management to perform their role
- Be a natural communicator and coordinator
- Present confidently and succinctly
- A lateral thinker whose instinct is to present solutions ahead of issues or problems
- Strong attention to detail with a reputation for delivering accurate and timely information
- Possess the influence and communication skills to inspire confidence in stakeholders
- Ultimately, be relentlessly results and success focussed