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**EVERYTHING**

YOU EVER WANTED TO KNOW ABOUT

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Many people never consider logistics as a potential career choice, but it is one of the UK's biggest, most dynamic and thriving industries. In fact, it is the fifth largest sector in the economy, employing over seven million people involved in the making, selling and movement of goods anywhere and everywhere. Indeed, logistics underpins all other economic activity, delivering the raw materials and goods that other sectors need. Without it, no other sector can operate effectively.

Before Brexit, and pre-pandemic, most of the population had never given logistics a second thought. But, since then, the importance of the supply chain has been thrown into sharp relief. The Generation Logistics campaign was born out of this attention, with over 40 companies and business groups linked up to raise awareness of the career opportunities available within this dynamic, diverse and fast-paced sector.

This guide is intended to shine a light on the wide variety of jobs offered in logistics. Although operating vehicles and distributing goods are important parts of the profession, that's just the tip of the iceberg. Logistics offers a world

of opportunities for everyone, whatever their skills or interests. From delivering emergency aid to those affected by natural disasters around the world, to staging a global festival in a West Country farm, or ensuring that building materials are delivered to the latest national infrastructure projects, logistics businesses are central to ensuring that the nation's economy continues to thrive and grow.

And the profession is ever changing. Decarbonisation is the biggest challenge currently facing the sector, but increasing automation and development of new technologies mean that those working in logistics always have the opportunity to learn and apply new skills. There is no "one size fits all" when it comes to the ideal logistician, but a willingness to learn, flexibility, composure and honesty will always help new recruits to progress and thrive. This guide is packed with information, opportunities and guidance to help people take the first step into logistics. It's a career many might not have considered, but one that could offer the career progression, challenges and security that will help them to succeed.



Phil Roe

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GENERATION LOGISTICS



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# What is Generation Logistics?

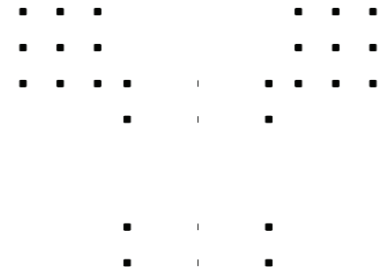
Logistics is at the heart of modern life. It's well-stocked supermarket shelves, the provision of vital medical supplies, complex global trade networks and everything in between. It's the sector that keeps the United Kingdom trading and the world turning.

But it's even more than that. It's a sector that's at the forefront of innovation and technology. Yes it's trucks, planes, trains and ships, but it's also artificial intelligence, advanced robotics, autonomous vehicles and the decarbonisation of the supply chain.

In other words, logistics is a vision of tomorrow's world. But that vision depends on securing the ingenuity, skill and ambition of today's people.

**Generation Logistics** is an initiative to find those people: a campaign to attract, identify and develop a new and diverse generation of talent. It is a siren call for the individual skill, capability and creativity our sector needs, to collectively meet the challenges of the future.

The intention of this booklet is to demonstrate the scope and diversity of the sector. We want to give students, educators and career advisors the tools to myth-bust, challenge assumptions and shift outdated perceptions of a profession rich with opportunity, potential and real-world significance.



## Delivering the Future: A technological revolution

The landscape of logistics is undergoing a profound revolution, driven by technological advancements that promise to reshape the sector. Automation, artificial intelligence (AI), and the Internet of Things (IoT) are at the forefront of this change, making supply chains more efficient, cost-effective, and environmentally sustainable. Autonomous vehicles and drones are becoming more commonplace, particularly in humanitarian logistics, reducing transport times and minimising human intervention in challenging situations. Predictive analytics and machine-learning algorithms enable forecasting and inventory management to be more accurate, delivering many benefits, such as minimising waste. As sustainability becomes increasingly more important, companies are adopting green practices, such as electric vehicles and renewable energy sources. The future of logistics promises a seamless, interconnected and sustainable supply chain ecosystem that adapts to changing global dynamics and consumer expectations - so there has never been a better time to join the sector and be part of positive change for people, profit and planet.



## Delivering the Future: A skills transformation

The transformative developments in logistics are not only revolutionising the sector but also creating exciting opportunities for the workforce. Increasing automation and technological sophistication demand a skilled workforce capable of designing, implementing and managing these advanced systems. Careers in data analytics, artificial intelligence and robotics are becoming essential to optimise supply chain processes. The rise of sustainable practices in logistics is opening up pathways in environmental management and green technology. Digital transformation in the sector will require professionals with expertise in cybersecurity to safeguard sensitive data and ensure the integrity of digital infrastructure.

Moreover, the shift towards decentralised manufacturing and on-demand production is creating new roles in areas such as localised supply chain management. The future of logistics presents exciting prospects for individuals to build rewarding careers at the intersection of technology, sustainability, and innovation. As the sector evolves, so do the opportunities for a dynamic and fulfilling career in logistics. Explore the possibilities and be part of the workforce shaping the future of logistics.



# Entry Routes: The logistics of getting into logistics

As with any career, the hardest step can be the first one.

Before we get into all of the different types of roles within logistics, we wanted to highlight the ways in which people can join our sector.

## Direct Entry



“Coming from the shop floor and being promoted from Warehouse Operative stands me in good stead for my role”

– Jack Watts, Warehouse Service Team Manager, Tesco

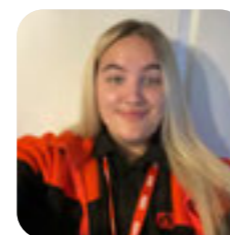
The skills shortage in the logistics sector means we need passionate people to join our workforce yesterday!

The Find your Future tool on the Generation Logistics website supports searchers in finding the right job family for them and details some of the many vacancies our sponsors are recruiting for right now.



Scan here to find out more.

## Apprenticeships



“I didn’t want the burden of student debt, but I did want to be supported with my learning, so I knew an apprenticeship was right for me”

– Georgia Barratt, HR Apprentice, GXO

Apprenticeships are open to all ages and combine practical training in a job with study. Alongside on-the-job training, Apprentices spend at least 20% of their working hours completing classroom-based learning with a college or training provider that leads to a nationally recognised qualification.

Common logistics Apprenticeships include Supply Chain Warehouse Operative (Level 2), Port Operative (Level 2), Transport and Warehouse Operations Supervisor (Level 3), and International Freight Forwarding Specialist (Level 3).



## Higher & Degree Apprenticeship



“After spending a year at university, it wasn’t for me; I thought I’d learn more from being in a job alongside some classroom learning”

– Oliver Parnham, HSEQ Degree Apprentice, CEVA

Higher Apprenticeships are available at Levels 4 to 7 and are the equivalent to a foundation degree or above. Degree Apprenticeships are available at Levels 6 and 7 and are equivalent to a full Bachelor’s or Master’s degree.

Higher Apprenticeships take two to five years to complete, depending on the course level, and Degree Apprenticeships take three to six years to complete, depending on the course level. As with Apprenticeships, Higher and Degree Apprentices spend at least 20% of their working hours completing university-based learning, either per week or in blocks.

Higher Apprenticeships in logistics include Aviation Operations Manager (Level 4) and Port Marine Operations Officer (Level 4). There is also a Degree Apprenticeship at Level 6, called Supply Chain Leadership Professional.

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## Graduate



“Since starting the graduate programme I’ve been introduced to a wide variety of intriguing roles in an ever-changing industry!”

– Adriana Thompson, Lead Team Manager, Wincanton

Degrees in supply chain, engineering, project management, business and more are welcomed in the logistics sector. Choosing a degree with a placement year is encouraged, as applied, sector-relevant experience in logistics allows graduates to step in and step up at pace.

Undergraduate degrees such as Business Management with Logistics and Supply Chain, or Logistics with Supply Chain Management are available through a multitude of universities. Novus, which supports students with placements and graduate roles, is a great place to start searching.

[novus.uk.com](https://www.novus.uk.com)

## Job Families: The diversity of role and opportunity

We’ve emphasised how many different roles and skills are required within the logistics sector.

Now we want to demonstrate how true that is, and bust a few of those persistent myths along the way.

# Warehousing

Job Family





# Stories



**Grace Whittaker**

**Company:** Asda

**Role:** Logistics Graduate

As a member of the graduate scheme, Grace is currently on her first of three, eight-month rotations around Asda Logistics Services.

*"I am currently working in the Client Relationships team within Asda To You. We work with other companies to provide a parcel click and collect and returns service. My team are responsible for maintaining a positive relationship with our clients and managing projects, including growth and improvement of the service."*

Grace's journey with Asda started as an industrial placement student between her second and final year of university, which she discovered on the Asda careers website. She then moved onto the graduate scheme after leaving university.

From there, within her first year at Asda, Grace has had the opportunity to travel to all 27 of the businesses distribution sites, gaining knowledge from colleagues throughout the network who have years of experience in the sector.

Having picked up effective communication, time-management and problem solving skills at school and university, she found she was perfectly suited to a role in logistics, along with her organised and meticulous nature.

When asked what the best thing about her role is, Grace says it's the variety.

*"I am very lucky to have the opportunity to work in multiple areas of the business over the next two years, which allows me to gain valuable experience in all areas of logistics!"*



**Mat Barrowcliffe**

**Company:** Co-op

**Role:** Warehouse Manager

Mat joined Co-op as a picker, at 18 years old. Now, with a company-funded Level 4 Management diploma and Greenbelt Six Sigma qualification under his belt, he leads a team of up to 500 core colleagues, including five shift managers and 30 team managers.

*"With safety and people at the forefront of everything we do, I am responsible for ensuring that we can fulfil all orders from our 550 stores we currently service, from stock coming in from suppliers, receiving, storing, and the picking cases, ready for our deliveries."*

*"We work collaboratively with our transport department to ensure that we are aligned, working together and efficiently to get all orders out of the depot and into the store in full and on time for the customer. With a huge focus on engagement, wellbeing, and culture, we have several lines of communication, activities, development, and support on offer for colleagues. Supporting this, we have systems in place that guide colleagues, ensure fairness of work allocation and targets that need to be achieved in all areas of our operation. Underpinning all of the above, everything that we do also needs to be within our planned budget."*

*"The best thing about my role is working with people and seeing them develop, along with the achievements we make in challenging times, where what people need to have on the shelves changes daily. My career highlight was when I'd accepted this role after years of building towards it and my increase in confidence that came alongside it."*

# Warehousing

## What is Warehousing?

Warehousing refers to the storage and stock management of goods before they are ordered and shipped to the customer, both businesses and consumers. Digital technologies, including robotics and augmented reality (AR), are changing the face of warehousing – and of the wide variety of jobs in the warehouse, too!

### The Myth

**"Warehousing is a dead end job"**

### The Truth

Not so. There are lots of progression opportunities in warehousing. Warehouse supervisors look after teams in the warehouse, and inventory managers organise and monitor products from delivery to dispatch. There are also "warehouse to wheels" programmes, providing a route into driving for those that are looking for a change!

## Warehousing roles:

### Warehouse Operative: From £22,000 – £29,000

Warehouse Operatives have a varied role that includes unloading, sorting, preparing orders and stock checking. This vital role ensures that customers get the right thing delivered to the right place at the right time, so accuracy and self-motivation are necessary for success.

### Warehouse Manager: From £29,000 – £45,000

Warehouse Managers are responsible for overall warehouse efficiency. This includes staffing, inventory control, quality assurance, and health and safety. Working in a busy warehouse environment, attention to detail, flexibility and problem solving skills are useful skills for a Warehouse Manager to have.

## Apprenticeship Spotlight:



### Level 2 Supply Chain Warehouse Operative

This Level 2 course will kick off a career in warehousing.

# Transportation

Job Family



# Stories



**Harry Bromage**

**Company:** Tesco

**Role:** Transport Planner

For Harry, logistics wasn't part of the career plan, but he realised that the professional experiences he'd had in other roles gave him the perfect skillset to thrive in the sector.

*"To be honest, I never thought I would ever be part of a logistics team. My first job leaving school was as a sheet metal worker creating and repairing Jaguar E-Types. Looking back, that role gave me the ability to find creative solutions. And then I started working for Tesco."*

That first position with Tesco was as a picker at a distribution centre, but, within a year, he'd become a Warehouse Service Coordinator. This showed him the progression prospects available to him in logistics and gave him a taste of a fast-paced work environment. From there, he began to hone his skills according to his interests, particularly in regards to planning technology.

*"In my current role as a Transport Planner, I optimise the planning and execution of fresh and grocery product transportation from distribution centres to stores. I test and develop new in-house planning software and look for ways to identify and implement initiatives aimed at reducing our company's carbon footprint."*

Harry feels his career journey has helped him evolve as a professional and to embrace the responsibility that's come his way.

*"I feel quite privileged to be trusted to do the job I do, and get a kick out of seeing the cost and efficiency savings that my work has contributed to."*



**Barbara Marchewka**

**Company:** Co-op

**Role:** Transport Team Manager

For Barbara, being a Transport Team Manager for Co-op means managing 29 colleagues and running the everyday transport office operation. She started out in logistics at 19, as a Warehouse Operative. From there, she had roles in the transport department, and the planning and compliance team.

*"As you can see, logistics has given plenty of opportunities to progress and develop. In terms of training and development, my previous transport experience helped me to secure this role, and I have health and safety qualifications from IOSH (Institute of Occupational Safety and Health)."*

*"The best thing about my role is the contact with people in a busy and dynamic department. Co-op also encourages me to develop my career and provides lots of opportunities to gain new knowledge and have new experiences. My career highlight to date has been working with the implementation team to help train new staff for a brand new depot in Biggleswade."*

# Transportation

## What is Transportation?

In a nutshell, it's about getting things from one place to another. While this might seem like a straightforward task, in the dynamic world of the logistics sector, it involves complexities like choosing modes of transport, considering costs and meeting demand.

### The Myth

**"Working in transport means being an HGV driver"**

### The Truth

While HGV drivers form the backbone of the transport sector, it's not the only role available in transport! Delivery drivers and couriers are other driving roles, overseen by Transport Managers, planners and a whole host of other roles that make sure goods get to the right place at the right time.

## Transportation roles:

**HGV Driver: From £23,000 – £50,000**

Reliability, organisational skills and, of course, a love of driving make for a great HGV driver! Drivers have a lot of time with only themselves, the road and their podcast or tunes of choice, making it a perfect option for those that prefer lone working.

**Transport Planner: From £25,000 – £40,000**

Transport Planners develop strategies to improve the transportation of goods, taking into account environmental factors, costs, health and safety and more. Analytical thinking skills and a flair for problem-solving are helpful in this role.

### Training Spotlight:



#### HGV Driver

HGV Drivers need to hold a Driver Certificate of Professional Competence (CPC).

# Customer Care

Job Family



# Stories



**Lucy Mackay**

**Company:** Tesco

**Role:** Customer Fulfillment Manager

Lucy believes that the skills she gained at school and university have proven themselves to be incredibly transferable, setting her up perfectly for a career in the logistics sector.

Without the need to follow a specific educational route, or have decades of experience under her belt to make a difference, she's excited about the skills she can continue to develop as her career within logistics progresses.

*"The beauty of our profession is that it is open to all. The sector needs diverse problem solvers, and a workforce that can adapt and overcome challenges."*

Within her role as Customer Fulfillment Centre Manager for Tesco, Lucy thrives on the fact that no two days look the same. The fast-paced environment allows her to adapt to new challenges as she goes, constantly adding new strings to her bow.

The pace with which she's been encouraged and supported to progress to her current role after just three short years with Tesco brings Lucy a lot of pride and satisfaction:

*"As a young female within logistics, I'm running a customer fulfilment centre that services over 3,000 customers every day and have the responsibility to ensure my 1,100 colleagues get home safely every day."*

Lucy is keen to stress that her passion for her work and her drive to progress have been key to her progression: *"There is huge opportunity for career growth within logistics."*



**Craig Allen**

**Company:** Indurent

**Role:** Estate Manager

Craig used to work in retail. When the time came for a change, he knew that the transferable skills he had picked up perfectly suited the logistics sector. Now, he's working as an Estate Manager at Indurent's Heywood Distribution Park.

*"Throughout my career in retail, I developed strong customer service skills, which I believe are at the core of any role. It's important to recognise that people need to be treated with respect and given the opportunity to voice any issues they may be facing. While the challenges encountered on a logistics park differ from those in a supermarket setting, the principle of providing excellent customer care remains the same. My role requires that I have a NEBOSH (National Examination Board in Occupational Health and Safety) or IOSH (Institute of Occupational Safety and Health) qualification, for health and safety, and an IWFM (Institute of Workplace and Facilities Management) Level 4 qualification."*

*"I take great pride in ensuring the presentation of Heywood Distribution Park is at its best and providing a place that the park's occupiers are proud of. My focus has been on identifying opportunities to further improve the park for both its occupiers and the wildlife that shares our open spaces. In terms of career highlights, I was thrilled when Indurent received a Green Apple Award for a project I initiated at Heywood, involving the planting of fruit trees, herbs, and wildflowers. It's a source of pride knowing that, as the orchards develop, future users of the park will be able to enjoy the trees for years to come."*

# Customer Care

## What is Customer Care?

Customers want the right thing in the right place at the right time, and at the right price, of course! Customer care is all about communication, sharing new innovations and solving problems across the global supply chain to keep customers satisfied.

### The Myth

**"AI will replace everyone in customer care"**

### The Truth

Customer Care roles are likely to become enhanced by AI, and some may be automated, but not all roles will be replaced. By automating simple administrative tasks and providing self-service options for customers, Customer Care operatives can focus on answering the more difficult questions, providing the customer with a better, more complete, service.

## Customer Care roles:

START HERE

### Customer Service Coordinator: From £20,000 – £26,000

Customer Service Coordinators support companies by providing excellent customer service to increase customer loyalty and boost the company's reputation. Strong communication skills are essential, as are problem-solving skills to support organisational improvements.

GET HERE

### Inventory Controller: From £23,000 – £32,000

Without inventory, it is impossible to meet the customer's needs. An Inventory Controller monitors incoming and outgoing stock and coordinates the logistics of orders and transfers. Communication with customers such as supermarkets, online retailers and more is a central part of the role.

## Apprenticeship Spotlight:



### Level 3 Supply Chain Practitioner

This Level 3 Apprenticeship is a great starting point for a career in Customer Care.

# Solution Design

Job Family



# Stories



**Abbie Rennison**

**Company:** GXO

**Role:** Continuous Improvement Analyst

Abbie is a Continuous Improvement Analyst with GXO. Her job entails working within GXO's grocery business unit, tracking projects at a site level, identifying new technologies, and supporting the implementation of projects.

Abbie had recently returned from working in Australia for a year and didn't know what was next, so she was looking at different job boards. She saw that GXO had an opening on their operational graduate scheme; it looked exciting, so she thought, "why not?"

Technically, this wasn't Abbie's first role within the logistics sector. When she was 17, she worked at a ferry company based on the Isle of Skye, Scotland. She was working there through her university holidays, collecting tickets and loading boats – although Abbie didn't realise it at the time, this was her first step into logistics.

To follow in Abbie's footsteps and join a graduate scheme, a degree is essential – logistics, supply chain, business management, project management and more are all exceptionally relevant degrees to the logistics profession.

Abbie has kept up her love for learning and has completed several qualifications as part of the graduate scheme with GXO, such as her Transport Manager CPC (Certificate of Professional Competence), a leadership and development qualification and several operational courses at site level.



**Claire Charlton**

**Company:** Wincanton

**Role:** Head of Innovation

*"I lead Wincanton's innovation programme, W². It's dedicated to advancing progress in the logistics sector by promoting collaboration with external partners, start-ups and internal colleagues, to develop digital technology-based products that enhance customer value in both the present and the future."*

Claire also runs Wincanton's Innovation Centre, an inspiring hub that showcases technology solutions and hosts customers, partners, colleagues, investors and community groups. In its first 18 months, it welcomed over 3,500 visitors. With 25 years in logistics, Claire has worked a variety of roles ranging from Transport Planner to positions in business development, sales and solution design. It's this diverse experience, and her thirst for new ideas, that made her the ideal candidate to lead the innovation programme. She thrives on variety and collaboration, and loves making people's lives easier and the world a better place.

*"I love the diversity and challenge of my role, I am a massive people person so I feel very fortunate to work with such talented colleagues across the Wincanton business as well as working with start-ups and suppliers from across the globe to create new solutions for our customers."*

Opening Wincanton's Innovation Centre has been a career highlight for Claire, having had the honour of leading the project for Wincanton all the way from concept to design to delivery.

*"I managed to embrace everything from budgeting and project management, to video editing, to agreeing technical construction drawings, to storyboarding the city of the future, to choosing a coffee machine and painting colours!"*

# Solution Design

## What is Solution Design?

Designing solutions to logistics problems or challenges is, quite literally, the name of the game. Solution Designers are experts at understanding what customers need and working out ways to provide it through design methodology. Although there might be multiple routes to the same (theoretical) destination, Solution Designers are able to weigh up the options and decide on the most appropriate path to take.

### The Myth

**"Solution Design roles are only available in big companies"**

### The Truth

Solution Designers understand customer needs and support companies to grow their business, big or small. Solution Design is all about solving problems – and problems happen in all sizes of company!

## Solution Design roles:

### Solution Design Graduate Trainee: **From £25,000 – £34,000**

START HERE

Supply chains are complex things – everything needs to click into place to get goods and services from A to B. Those complex chains are the work of expert Solution Designers, whose job it is to make sure each element fits together, anticipating problems and providing solutions before they happen.

### Supply Chain Analyst: **From £35,000 – £63,000**

GET HERE

As companies collect larger and larger amounts of data, Supply Chain Analysts are key to finding patterns and solving problems to improve product delivery and customer service. A passion for extracting, analysing and interpreting data is important, as is the ability to present findings in an accessible way across the business and beyond.

## Degree Spotlight:



### BSc (Hons) Business and Supply Chain Management

An understanding of supply chain systems and modelling can be gained on this degree.

# Engineering

Job Family





# Stories



**Charlotte Firth**  
 Company: Wincanton  
 Role: Project Engineer

As an Engineering Graduate, Charlotte was looking for a position that offered her the perfect combination of development and experience across a wide field of application.

*“With no prior experience, this role did exactly that. I’m learning and developing my engineering skills while being exposed to many fields of automation and robotics. Even better, the career progression was clear.”*

Charlotte joined Wincanton in a temporary HR role but soon moved into a data analysis role, and then into the engineering position she has now.

*“I’m responsible for supporting the design and implementation of various automations and mechanisation projects across the group. I’m working towards gaining my engineering chartership and longer term would like to become a Senior or Director level Engineer.”*

Despite her ambition, Charlotte never planned to be in logistics. In fact, it was never even on her radar.

*“It was not something that was ever mentioned at careers events at college and university, so it never seemed like an option for me. But now that I have the experience I have, I can see the potential that similar graduates like me have in the sector.”*

She heartily recommends considering the sector to anyone making career decisions right now – especially because some of the pathways and skills required aren’t always obvious until you take a closer look.

*“There are roles that you’d never imagine linking to logistics. It’s a massively growing sector so opportunities are only going to get bigger.”*



**David Marshall**  
 Company: Asda  
 Role: Senior Manager  
 Automation, MHE & Equipment

After studying engineering at university, David secured himself a place on an engineering graduate scheme, during which he worked several different roles. This range of diverse experience – and a deliberate move from engineering to operations – opened up doors and propelled his career, helping him to find a production-focused Operations Manager role, and launch a successful managerial career at several major breweries and retail companies.

Following his time in the brewing industry, David switched to logistics – a move he felt confident enough to make thanks to the people skills and process knowledge he learnt on his professional journey. Now, he’s a Senior Manager at Asda, specialising in automation, equipment and MHE (manual handling equipment), in a role that’s already expanded twice over the last 24 months.

*“Since joining Asda 12 years ago, I have had three permanent roles and one secondment, and my first role at Asda came from contact with someone I used to work with in the brewing industry. My current role started as being the senior manager for business-as-usual activities for automation and engineering.”*

*“The best thing about my role is that every day is different. I have the opportunity and autonomy to look for ways to improve all the areas within my responsibility. I have a great team who I enjoy working with and are very dedicated.”*

His career highlight? Using innovation and technology to increase efficiency.

*“Being part of the team at Warrington distribution centre that took the depot from having real challenges with the automation, to delivering the highest warehouse productivity in the whole of Asda.”*

# Engineering

## What is Engineering?

This is the bit that ensures the infrastructure and equipment needed in the supply chain is fully operational and working as well as it can. As such, it’s a combination of repair and maintenance, as well as innovation and creativity, to make sure everything is fit for purpose in the modern world.

### The Myth

“Engineering has no transferable skills”

### The Truth

An engineer’s skills around logical thinking and problem solving are vitally important to the logistics sector. Operations management – the link between the different manufacturing elements and the business side of a manufacturing company – welcomes engineers. Purchasing careers are also an option, as you’ll have a strong technical understanding of what needs to be bought.

## Engineering roles:

### Service and Maintenance Technician: From £28,000 – £40,000

START HERE

Maintenance Technicians are responsible for the continuous running of equipment and machinery in industrial settings. Operating computerised systems, as well as routine maintenance, repairs and monitoring, is all part of the job, as is keeping on top of the latest trends in sustainable vehicles, so a passion for engineering is a must.

### Workshop Manager: From £32,000 – £45,000

GET HERE

Keeping the UK moving requires vehicles and equipment to run smoothly. Establishing procedures, adhering to standards and managing a team are some of the key parts of a Workshop Manager’s role, and, as such, good communication skills and strong attention to detail is essential.

## Apprenticeship Spotlight:



### Level 3 Heavy Vehicle Service & Maintenance Technician

From replacing parts to solving complex faults, this Level 3 Apprenticeship is a great place to start.

# Environment & Sustainability

Job Family



# Stories



**Catherine Hughes**

Company: CEVA

Role: Environment and Sustainability Manager

Catherine has worked across several departments at CEVA – from her first job in the central operations department, she’s moved across HR, Health, Safety, Environment and Quality, and into Environment and Sustainability.

Working across these different departments has helped her to understand the role each department plays in the wider business; valuable knowledge when it comes to implementing company-wide sustainability strategies.

Catherine loves the fact that her role really matters and values the development opportunities that come with it. Recently, she became a full member of the Institute of Environmental Management (IEMA) and Assessment and a Chartered Environmentalist – the gold standard for environment and sustainability professionals.

Catherine encourages anyone interested in joining the sector to make the change. After all, each day she’s making a difference and nurturing a passion.

*“Since working in logistics, I’ve realised that sustainability is not only an interest of mine, but a real passion, and that I’m capable of leading change in a larger, growing business. The logistics sector has a huge task ahead of all of us to reach the goal of net zero by 2045. At CEVA, we’re making real positive steps to achieve this goal.”*

*“Even if you’re not sure what particular career you want, just getting your foot in the door of a logistics business provides some great opportunities to grow an interest or a passion and to maybe find a career in something you haven’t considered before. I’m so glad I joined CEVA, it’s provided me with some fantastic opportunities, and I’d really encourage anyone else to join the logistics sector today.”*



**David Browne**

Company: Maersk

Role: Director, Corporate & Social Affairs

Amongst other responsibilities, David represents Maersk to Government and industry bodies, discussing the Maersk journey to reduce emissions in this decade to reach net zero by 2040.

David first joined Maersk by answering a direct advert for business trainees and has progressed through the ranks by keeping a watchful eye on the internal jobs portal. David’s skills are in building rapport and relationships, as well as listening and understanding problems, skills that have served him well in both the commercial team and on the school rugby pitch! Whilst there are no formal qualifications needed to follow in David’s footsteps, David says that continued professional development, particularly in working with industry bodies and academia in the UK and overseas, is invaluable.

David’s current role centres on connecting and improving the world, both directly and with Maersk’s customers and suppliers. There have been many career highlights for David over the years – most recently, Maersk’s first green methanol-powered container ship arrived in the UK, news of which David was able to share with HRH The Princess Royal.

# Environment & Sustainability

## What is Environment & Sustainability?

Logistics roles in sustainability look to make a positive impact on the sector’s environmental footprint. As a sector, logistics is committed to achieving net zero – cutting the overall impact of greenhouse gases to zero. As such, creating, understanding and reviewing the technology, infrastructure and legal requirements to achieve this aim is critical. Roles in this area are constantly evolving as needs and knowledge changes, so it is an exciting time to be part of the change for people and the planet.

### The Myth

“Logistics will never be ‘green’”

### The Truth

By selecting sustainable transport and energy sources, improving the utilisation of space in warehouses and vehicles, and moving to sustainable packaging, logistics can become more sustainable. There are many more improvements to be made – and the sector needs forward-thinking people to help drive the change!

## Environment & Sustainability roles:

### Sustainability Analyst: From £32,000 – £45,000

START HERE

A Sustainability Analyst measures the environmental impact of a company and its activities. Research and analytical skills are key, meaning attention to detail and the ability to work with large data sets is essential. Effective communication is needed to share important sustainability information right across the supply chain.

### Sustainability Director: From £58,000

GET HERE

The role of a Sustainability Director is to provide advice to all areas of a business relating to sustainable practice. The Sustainability Director creates, implements and monitors environmental strategies and ensures compliance with environmental guidelines, targets and legislation.

### Green Careers Spotlight:



For more information about green careers, jobs, and skills in the workplace, visit the Green Careers Hub, created by IEMA.

# Digital Technology

Job Family



# Stories



**Ross McNicol**

**Company:** Maritime Transport

**Role:** IT Manager

Ross is responsible for Maritime’s IT Service Desk and day-to-day operations, alongside reviewing core applications that can be improved to align with current and future business requirements and goals.

When Ross started working at Maritime, he began in the operations division for four years, based in various locations (Felixstowe, Leeds and Alconbury), before moving into IT. There were no qualifications required for the role in operations, but good communication, skills were a must. When moving into IT, a lot was self-taught and learnt on the job.

Ross was fortunate enough to grow up around the logistics sector, and very close to Maritime, so always wanted to be involved in the business.

*“I have been interested in logistics from a young age. I wanted a career that always challenges me and that’s something you certainly get from the sector.”*

Communication skills obtained throughout school and in previous positions have been key. Ross cannot stress how important communication is in the profession, no matter what area of the business you are working in.

*“No day is ever the same; there is plenty of variation, whether it be working on high-priority incidents relating to our infrastructure, or projects, like onboarding new customers onto our TMS (transport management system), through integrations and improved workflows.”*

He recently headed up a project to integrate a new piece of business with Tesco into Maritime’s systems, while improving previous business processes. Given the importance of Tesco as a customer, it was a career highlight for Ross to be trusted and involved in such a project.



**Nick Lloyd**

**Company:** Maersk

**Role:** Senior Cyber Director

Nick’s role is to oversee cyber security activity, including setting Maersk’s cyber priorities based on business context such as customer needs, company operations and company strategy. Maersk manages container shipping, ports and terminals, and warehousing and distribution across the world, all of which needs to be cyber-secure so customers can trust Maersk with their data and rely on their resilience. There are 300 professionals covering the internationally-recognised cyber security functions of Identify, Protect, Detect, Respond and Recover.

Nick’s role spans all these functions and he has a highly diverse Governance team of 33 people operating out of 13 countries, helping him with cyber security strategy development, Board-level reporting, business engagement, cyber security training and awareness education, and more. Nick’s job requires degree-level education in a relevant technology discipline. It also requires business training in strategy, finance and the obligations of Boards and Directors, such as that available from the Institute of Directors (IoD). Similarly, training in unconscious bias and working effectively with people of different cultures has been key to Nick’s effectiveness in a genuinely international environment

When looking for a new post, Nick made his network of colleagues and friends aware that he was ready for a fresh challenge. A previous boss, now working at Maersk, contacted Nick to say he had been struggling for months to find the right candidate...and the rest was history!

# Digital Technology

## What is Digital Technology?

While logistics involves the physical movement of goods in the real world—think trucks, planes, ships, and trains—there’s a hidden digital world of technology and services supporting this activity. Automated robotics in warehouses and the apps that customers use to monitor their deliveries are only two areas that are moving at pace to improve customer experience.

### The Myth

**“There is no room for creativity in digital technology roles”**

### The Truth

Technology is often used to solve problems of flexibility, efficiency and resilience. As such, its implementation requires plenty of creativity. Helping a company understand its processes and integrate new technologies can reduce costs and increase productivity: a big priority for all logistics companies.

## Digital Technology roles:

START HERE

### Service and Maintenance Technician: From £28,000 – £40,000

A fully-qualified Technician will be able to install, maintain, fault find and optimise hardware and software for a variety of systems. A commitment to professional development is essential for this role, as technology changes and evolves constantly!

GET HERE

### Technology Manager: From £41,000 – £75,000

Technology Managers make sure that the digital technologies that the logistics sector depends on are performing to their very best. Testing and implementing new services and monitoring both performance and teams is critical, as is ensuring the security and continuity of the business.

## Higher Apprenticeship Spotlight:



### Level 4 Automation and Controls Engineer

Secure high starting salaries by having a dedication to process and personal improvement, which is at the heart of this Level 4 qualification.

# Customs & International Trade

Job Family



## Stories



**Sarah Falls**

**Company:** Maersk

**Role:** Customs Compliance Officer

Sarah is currently working as a Customs Compliance Officer, part of a larger and diverse Compliance team at Maersk. Her role involves identifying, managing, and mitigating compliance risks, while providing advice and guidance to the business in customs compliance-related areas.

Sarah started as a Customs Process Administrator as an apprentice; Maersk enrolled her on the UK Customs Academy Level 2 Customs Practice and Procedure course. This training introduces the core concepts of international trade and customs. Upon successful completion of this course, she was given the option to progress to the Level 4 Certificate in Advanced Customs Compliance and Sarah welcomed the opportunity for further study.

*“On reflection, I think that at the time of applying, working in logistics was secondary to my objective of gaining experience and completing a qualification. Though, once I started at Maersk, I was surprised – and excited! – to discover the breadth and scope of the sector.”*



**Rachel Forsythe**

**Company:** Unipart

**Role:** Customs Compliance Manager

As a Customs Compliance Manager at Unipart, development defines so much of Rachel’s role.

*“I am a subject matter expert for all customs matters within Unipart. When I first joined in 2019, it was primarily automotive, managing UK import and export processes. Now I manage and oversee the whole group and assist on a global scale. In the last 12 months, I have been invited to represent Unipart at what would be considered as the “top table” within Customs and International Trade, and I chair a customs and tariff working group for an external professional body for the automotive sector, which is my professional highlight to date.”*

A degree in Forensic and Investigative Studies taught her a range of valuable transferable skills, ideal for the logistics sector. Following her degree, she has had plenty of employer-supported training opportunities, and achieved a Level 4 in Advanced Customs in 2021 to become a certified customs practitioner.

*“The ability to think strategically and methodically is crucial to the role; it is easy to learn the technical aspects of customs, but critical thinking is a must.”*

## Customs & International Trade

### What is Customs & International Trade?

Ever wondered about the world of customs and international trade compliance? Probably not – but these roles play a crucial part in making sure goods move seamlessly between countries. 5.7 million tonnes of goods are lifted internationally by UK HGVs every year, all of which needs to be cleared and guided smoothly through customs. Quite a job!

#### The Myth

“Working in customs is all about paperwork”

#### The Truth

There’s certainly an element of paperwork – managing freight bookings, for example, and checking documents for compliance. However, supplier management, liaison with ports, airports and warehouses, and customer service are all key parts of a customs role, too.

### Customs & International Trade roles:

#### Freight Forwarder: From £25,000 – £34,000

START HERE

Freight Forwarders transport goods by road, rail, air and sea, overseeing things such as shipping and logistics arrangements, coordinating cargo movement and the preparation of documentation for customs clearance. The role also requires careful compliance with international trade regulations. Beginners can expect hands-on experience in managing shipments and working with customs procedures.

#### Customs and International Trade Compliance Manager: From £40,000 – £60,000

GET HERE

Excellent knowledge of tax laws, logistics and associated software is essential for this role, which centres around leading all customs compliance, import and export activities for the UK, Europe and beyond.

#### Apprenticeship Spotlight:



#### Level 3 International Freight Forwarding Specialist

With Level 3 qualifications in Air, Ocean and Road, there are plenty of opportunities to join customs and international trade.

# Operations Excellence

Job Family





# Stories



**Victoria Manole**

**Company:** Asda

**Role:** Functional Support Colleague

Victoria's professional career is one marked by transition and growth. After studying Philology at university, she started out working as an English teacher. From there, she made the leap into logistics - starting at Asda Lymedale in 2017 as a Warehouse Operative, before progressing to the role of Function Support Colleague.

The transferable skills she picked up during teaching - communication, leadership and organisational skills - have helped her develop a natural passion for the sector.

*"After teaching, where planning and structure were crucial, logistics felt like a natural fit. It allows me to continuously improve processes, solve problems in real-time and make a real impact on operations."*

*"I'm passionate about logistics because it offers dynamic challenges, requires efficient problem-solving and directly impacts the flow of goods. I chose a career in logistics because of its vital role in the economy and the opportunities it provides to work hands-on in an organised and goal-oriented environment. Logistics combines the need for efficiency with strategic planning, which are areas I enjoy working in."*

Currently enrolled in the 'You Can Be' programme, a developmental path towards a department manager role, Victoria has high hopes for her future.

*"I am eager to become a Department Manager, focusing on efficiency, process improvement and team development. Long term, I aspire to build a career that combines my operational expertise with leadership responsibilities, potentially overseeing larger-scale logistics operations."*

*"Logistics is a fast-paced, rewarding field with plenty of room for growth. To succeed, it's important to be detail-oriented, adaptable and comfortable with problem-solving. Logistics can be challenging, as it requires handling unexpected issues quickly, but it's incredibly fulfilling to see the results of your efforts daily."*



**Ed Roe**

**Company:** Maritime Transport Ltd

**Role:** National Operations Manager

Ed's role is to drive the utilisation and growth of Maritime's Intermodal division through rail and modal shift, utilising inland terminals to move rail freight closer to its delivery point, for a more sustainable solution. He looks after the centralised planning function and commercials for all rail services across the UK.

He developed, through his previous 10 years in road transport, planning and business development skills, such as the ability to adapt his communication to suit various people, situations, and challenges. This allows him to review and look at root cause, to create change, lead and implement processes where needed. Ed has also experienced a ground-up career, working through an apprenticeship, which gave him a foundation of understanding that he could build on.

*"Every day is different; I am faced with multiple challenges and new experiences. I get to cover all aspects of the business whether it be road, rail, finance, system implementation, or project work, alongside great teams of people who are equally as enthused to get the job done."*

In 2022, Ed was awarded Young Rail Freight Professional of the year - a huge highlight in his career so far.

# Operations Excellence

## What is Operations Excellence?

Operations Excellence is a field that thrives on innovation, efficiency, and making a positive impact on day-to-day operations. Operations Excellence embodies a diverse array of roles that are united by a shared goal — to elevate and enhance business operations.

### The Myth

**"Health and Safety is tedious"**

### The Truth

It's a myth that health and safety is all about making and mandating boring rules - health and safety strives to prevent accidents. In the 21st century, that means looking at AI, immersive technologies, wearable devices and more to help employees stay safe. Using VR goggles to train people - no one could say that's boring!

## Operations Excellence roles:

### Improvement Technician: **From £23,000 - £30,000**

START HERE

An Improvement Technician works to solve problems and prevent their reoccurrence, often by implementing new processes and procedures. Process mapping and data analytics are useful skills to have, as is team working and communication, as Improvement Technicians need to make change across a company.

### Health, Safety, Environment & Quality (HSEQ) Manager: **From £40,000 - £55,000**

GET HERE

Safety comes first in all operations, meaning the role of HSEQ Manager is critical. Understanding and complying with legislation is essential and monitoring risks, analysing data and influencing across the business and its supply chain is at the heart of the role.

## Degree Spotlight



### BSc Business Management (Logistics and Operations)

Operations Excellence is at the heart of improving business performance. A degree provides the skillset needed to respond to current developments and challenges in business.

# Infrastructure

Job Family



# Stories



**Floss Tanner**

**Company:** SEGRO

**Role:** Graduate Surveyor

Floss's role is currently split between two teams: the UK Investment Team and the Greater London Development Team. This is the second rotation of the two-year graduate scheme at SEGRO, for which Floss needed a 2:1 in any degree. Previously she was working in the Thames Valley Asset Management Team.

Floss learned about the role from the company website. The opportunity to work for a leading REIT (real estate investment trust) with a small headcount attracted her to the role, as it provided the opportunity to have real involvement across a range of projects. The best thing about her role is working for a company where you feel you really make an impact, even as a graduate!

Communication, time-management and problem solving are skills that Floss has developed within her logistics career to date, and a career highlight for Floss was completing her first letting of a small industrial unit in Slough.



**Jake Shilston**

**Company:** Indurent

**Role:** Development Director

As Development Director at Indurent, Jake oversees the full lifecycle of industrial property development across the UK - from site acquisition to sale or lease. It's a varied, multifaceted role, inclusive of everything from initial site promotion, planning, and design, to technical delivery and legal. He also manages land remediation, earthworks, utilities, flood modelling, and highways, whilst ensuring both environmental and technical standards are met.

Jake holds a BSc (Hons) in Property Development and Planning and is a Chartered Surveyor (MRICS). It's a role that aligns perfectly with his skills and interests, and he really values its lively, ever-changing nature.

*"The role found me, and once I understood the breadth and scope of what was involved, I was immediately interested."*

*"In property development, no two days are alike. You're always working on something new, whether it's designing a new site, negotiating with investors, or liaising with local authorities. There's also a thrill in the deal-making process."*

One key achievement for Jake was the delivery of 700,000 square feet of industrial space during the Covid-19 pandemic. He's currently working on the largest project in Indurent's history, at a site near East Midlands Airport. Both projects mark huge career milestones, and show that the impact of creating jobs, infrastructure, and economic growth is exactly what makes his profession deeply rewarding.

# Infrastructure

## What is Infrastructure?

Infrastructure concerns the facilities that keep goods moving. Whether items are coming in by air, road or sea, it's the quality of the infrastructure - the airports, roads, rails and ports - that keeps things moving smoothly. It is also all the places needed to house goods upon arrival - the distribution parks full of warehouses you'll see on the side of the motorway, for example.

### The Myth

**"The only thing property companies care about is money"**

### The Truth

There is much more to consider when creating a new logistics park than making money. Development requires consideration of the environment, how new infrastructure could impact the local community and the smooth integration of new technologies.

## Infrastructure roles:

### Graduate Surveyor: From £23,000 - £30,000

START HERE

Consultancy, development, investment, management and planning are all key areas a Graduate Surveyor will experience in a commercial environment. Attention to detail, critical thinking and reasoning, and strong communication are all essential in bringing an infrastructure project to fruition.

### Project Manager: From £40,000 - £70,000

GET HERE

Managing a project from start to finish is core to the Project Manager role. Producing clear briefs, with phases and costs, starts the process, then it's all about stakeholder management - working with anyone that has an impact on or is impacted by the project. Communicating through reports, meetings and more makes sure everyone knows what's happening and that the project is delivered on time and within budget.

## Degree Apprenticeship Spotlight:



Becoming a Chartered Surveyor requires a degree or a Degree Apprenticeship. This Level 6 means students can earn whilst they learn.

# Finance

Job Family



# Stories



**Kulraj Singh Banwait**

**Company:** GXO

**Role:** Finance Graduate Associate

Those searching for a career in business often overlook the logistics industry, but not Kulraj. He chose GXO for his placement as part of a BA in Business Management, Accounting and Finance – in part because of the real-life experience the placement offered alongside completion of his professional accounting qualification.

The rotating placement has seen Kulraj experience multiple areas within GXO, but the highlight to date? *“Taking up the responsibility of completing finances for five sites across the UK, including weekly profit and loss (P&L) reporting, budgeting and forecasting.”*

Kulraj lists a range of key skills and characteristics useful for someone in his current role. *“Flexibility, of course, as well as the ability to work as a team player, and to meet deadlines. Adding value by engaging with key stakeholders is vital too.” It’s all about “gaining business insight, not just in finance but wider business operations”.*

That insight comes alongside studying for a CIMA (Chartered Institute of Management Accountants) qualification, and no one day is the same.

*“It’s such a rewarding sector. I was always a good problem solver, but also a big fan of technology and innovation, GXO was such a good fit.”*

*“It’s something different, with such a scope for career progression. There are so many diverse career paths you can take!”* Sounds like many of us could take his career advice, and be happier for it.



**Annabel Freeman**

**Company:** SEGRO

**Role:** Associate Director, UK Investment

Annabel’s role in the UK Investment team at SEGRO mainly covers acquisitions into and disposals out of their UK portfolio, as well as oversight of the bi-annual valuation of all of SEGRO’s UK assets. Day-to-day she may be running a cashflow to buy a warehouse on the M25, visiting a newly completed SEGRO development, or speaking to their agents to understand what their industrial property competitors are doing.

When she joined SEGRO as a graduate, she needed an RICS-accredited degree, which she had achieved in the form of an MSc in Real Estate at Reading University. At the end of her two-year graduate scheme, Annabel sat an exam to become a Chartered Surveyor and is now a member of RICS (Royal Institution of Chartered Surveyors).

Annabel originally found out about the SEGRO graduate scheme at the Reading University real estate careers fair while studying for her MSc. For her current role, she was approached internally when her time on an internal secondment was coming to an end. She was attracted to the market-facing nature of the investment role and the team members she would be working with.

Annabel gained specific real estate knowledge throughout her MSc that is still directly relevant to her job – enabling her to have a solid foundation when starting the SEGRO graduate scheme.

The best thing about her role? The high level of variety and the number of quality learning opportunities.

She’s even had the chance to work in Paris for a year, and regularly works alongside development and investment colleagues in France, Spain, and Italy.

# Finance

## What is Finance?

Finance in logistics revolves around the careful supervision of money. This dynamic sector plays a crucial role in ensuring companies stay ‘in the black’ – profitable. Professionals in this field will be at the forefront of strategic financial decision making, contributing to the success and longevity of the organisation.

### The Myth

**“You have to be good at maths to work in finance”**

### The Truth

An understanding of maths and an interest in numbers is certainly helpful. However, analytical and critical thinking is also important: what do those numbers mean? What can the company do with that information? Digital literacy (as you’ll be working with different systems) is also a highly sought-after quality in finance.

## Finance roles:

### Financial Analyst: From £32,000 – £60,000

START HERE

A Financial Analyst provides insight on business achievement through performance reporting. This might be supporting the month-end processes and assisting in ad-hoc support and analysis, or it might be preparing forecasting reports to help predict how the company might perform in the future.

### Financial Controller: From £47,000 – £75,000

GET HERE

A Financial Controller sits within a company’s senior leadership team with responsibility for strategic financial management. The role involves the development of financial strategies alongside the identification of profit-saving opportunities, as well as managing complex budgets and financial processes.

## Apprenticeship Spotlight:



To progress in finance, professional qualifications like those offered by ACCA or CIMA should be considered. There are a wide variety of apprenticeships in Finance from Level 2 to Level 7.

# Sales & Marketing

Job Family



# Stories



**Fraser McVicar**

**Company:** CEVA

**Role:** Junior Business Development Manager

For the past four months, Fraser has been heading up the digital sales role for UK and Ireland as well as working closely with the European Director of Digital Sales. He has presented to some of the largest automotive and retail customers worldwide, both in person and digitally.

Fraser needed three A-Levels or the equivalent, such as a BTEC, and then also needed Maths and English at GCSE level for his role. Fraser found it helpful having studied business and a language as well, as it's a great talking point in interviews. He found his role through networking on LinkedIn, which allowed him to gain two weeks' work experience at CEVA before he had the opportunity to speak to the Director of Sales for UK&I and introduce himself.

The two best things about his role are the respect he is given by his coworkers and the networking his role requires, not only in the company but in the whole sector. The thing he learned very quickly was that, in logistics, everyone is different; you will never find two of the exact same people as everybody has a different skill set, which is what makes the sector tick!

*"It's super important, especially in sales, to be able to bounce things off each other. If you are confident and understand your area, in my experience, you are respected and given the same platform as everyone else to express your quality."*

To date, Fraser's career highlight was being given the responsibility and confidence from his co-workers to be able to present MyCEVA, a digital freight forwarding platform, in front of a leading global company only six months into his role.



**Lydia Minett**

**Company:** CEVA

**Role:** Head of Marketing UK and Ireland

As Head of Marketing for CEVA, Lydia manages all UK and Ireland Marketing activity, working broadly to oversee the entire marketing mix rather than specialising in just one aspect.

Lydia holds an undergraduate degree in marketing, as well as a further qualification from The Chartered Institute of Marketing (CIM), and was approached by a recruiter for the job at CEVA. She hadn't worked in logistics before, but didn't consider that to be an obstacle to applying:

*"Marketing skills are very transferable across industries. I have good theoretical and practical marketing knowledge, plus people management skills, and so a move into a new sector was appealing as I could apply my existing skill set."*

Having picked up knowledge of the industry quickly through the variety of projects she gets to focus on with her team, Lydia loves that she has the ability to work across departments with so many different people on a regular basis.

She counts seeing radio, TV and outdoor ads go live as particularly proud moments in her work to date.

# Sales & Marketing

## What is Sales and Marketing?

Sales and Marketing is a crucial part of any sector and any business, and logistics is no different. It's about promoting the inherent value of an offering and forging lasting commercial relationships. In logistics, this means being able to understand and articulate a company's strengths in the market, very often revolving around principles of innovation, efficiency, and attention to detail.

### The Myth

**"You have to be an extrovert to achieve success in sales"**

### The Truth

Meeting with potential customers is a key part of a sales role, which often lends itself to a more extroverted personality. However, in smaller conversations, an introvert's good listening skills can help them to offer meaningful solutions. There's no "one size fits all" – sales performance is based on skills and willingness to succeed, not on personality type.

## Sales & Marketing roles:

### Sales Executive: From £25,000 – £50,000

START HERE

As a Sales Executive, a key responsibility is initiating and maintaining customer relationships to highlight relevant products or services. This may include the creation and delivery of presentations to promote products, then the management of customer enquiries and issues to encourage future sales.

### Digital Marketing Manager: From £34,000 – £55,000

GET HERE

A Digital Marketing Manager's focus is predominantly online, using channels like websites and social media to promote a company's products and services. Responsibility for developing, implementing and assessing campaigns is at the heart of the role, alongside working closely with sales teams to understand marketing's impact on the bottom line.

### Degree Apprenticeship Spotlight:



### Level 6 Business to Business Sales Professional

A lot of logistics sales are to other companies – companies, not individuals, are customers. Understanding B2B sales is a useful skill to have.

# Human Resources

Job Family





# Stories



**Amelia MacBryan**

**Company:** Unipart

**Role:** Senior HR Administrator

Amelia's role within the People Process department at Unipart is as varied as it comes. Her department manages the entire employee lifecycle, from onboarding to promotions, pay inquiries, and departures. Her role as a Senior HR Administrator directly involves training the team, HR, and the broader business, helping resolve transactional issues, and driving automation to improve efficiency.

Despite an academic background in neuroscience, Amelia found that the transferable range of analytical and problem-solving skills acquired during her degree were perfect for logistics.

*"There were no specific qualifications required for me to join in my role; however, a keen eye for detail and an ability to problem solve and adapt in the face of change is a must."*

*"You have to be able to adapt quite quickly to change and constantly think of solutions to problems as they arise, which is definitely stimulating."*

However, it's the opportunity to help others like herself, and to incorporate policies to support more neurodiverse employees, that she really values in her role.

*"As an autistic person, I am accustomed to everyone learning and communicating in a different way and I really value being in a position to help promote inclusivity within the processes we manage."*

*"It's really important to me to feel mentally stimulated in a role and, with the situations we can find ourselves in, my role really enables me to get creative with my problem solving. I love working in collaborative settings, working across departments and constantly seeking opportunities to learn and grow, which, luckily, the department allows me to get involved in."*



**Robert Vaughan**

**Company:** SEGRO

**Role:** HR Business Partner

As an HR Business Partner at SEGRO, Robert is directly involved with the workforce in a role that covers everything from employee engagement to performance and development.

Whilst HR careers can be accessed via a range of apprenticeships, it was during Robert's BSc Business Management course at university where Robert's interest was first piqued. The clear career progression and high level of variety that HR offered was obvious, and having a positive impact on others, a huge motivating factor.

*"The best thing about my role is seeing the positive impact that we can have on the people in our business. We try to really focus on the retention and development of our employees and it's great to see people grow over time."*

*"I enjoy working at SEGRO in particular because the business really prioritises the wellbeing and development of its people. There is a recognition that, if we are to reach our goal of being 'the best property company', our people need to be happy and motivated."*

There's two main highlights in Robert's career so far - attaining his CIPD Level 7 diploma - a difficult but highly rewarding process that involved working whilst studying, and becoming an HR Business Partner (HRBP).

*"As an HRBP, you get allocated particular teams to work with and support. Having specific teams allows you to build strong relationships and I think you can have a bigger impact on the business that way."*

# Human Resources

## What is Human Resources?

HR encompasses both the recruitment and retention of talent with an emphasis on the well-being of employees. HR professionals play a pivotal role in not only bringing in new talent but also in ensuring that existing staff members feel supported, valued, and motivated in their roles.

HR professionals work to identify people who not only possess the necessary skills and qualifications but also align with the company's values and culture. The recruitment process involves creating job descriptions, organising and holding interviews to assess candidates.

### The Myth

**"HR only works for the company, not for employees"**

### The Truth

HR requires business acumen, an eye for data, and, perhaps most importantly, strong interpersonal skills. The best HR professionals work with staff, supporting them and ensuring fair treatment, while balancing the company's needs and goals.

## Human Resources roles:

### HR Graduate: From £24,000 - £35,000

START HERE

HR graduates get a range of experience in recruitment, performance management, compensation and benefits processes and more. Wanting to work with people is essential for working in HR, as are excellent interpersonal skills.

### HR Manager: From £36,000 - £60,000

GET HERE

An HR Manager oversees the HR function within an organisation and leads a team of HR professionals. The role spans the employee lifecycle, from recruitment to retirement and everything in between, ensuring a great employee experience for all colleagues through strategic decision making.

## Apprenticeship Spotlight:



There are a wide variety of apprenticeships in HR from Level 2 to Level 7.



## Education Hub

The Generation Logistics Education Hub is a dedicated, downloadable, resource library of curriculum-relevant material for teachers and career advisors working with those aged 13-18.

You'll find engaging activities, as well as a host of other resources and student-ready tools. It's all with the aim of communicating the role of logistics in the modern world and its relevance to subjects your students enjoy.

Our hope is to help you deliver memorable learning experiences that deliver career-changing moments along the way and we'd love to hear your feedback.



Scan here to find out more.



## Ambassador Network

The Generation Logistics Ambassador Network is a collective of passionate employees who help to enthuse the next generation of logistics recruits by sharing their stories and the opportunities they took advantage of. Ambassadors spread the logistics message across schools and colleges, through careers talks, site visits, classroom activities and more.

For more information, or to request engagement from the Generation Logistics Ambassador Network, please contact:

[generationlogistics@logistics.org.uk](mailto:generationlogistics@logistics.org.uk)

*“In my role, I work with the sales team to win business, and for that, I need many different types of skills. Literacy to ensure clear and concise communication, Maths when assisting with pricing a shipment, engineering when planning a container load based on different types and sizes of packaging, and chemistry when I have to assess if a hazardous shipment can be accepted and shipped with other types of cargo we have.”*

– Isabelle H Mosca, LCL Growth Enablement Manager, Maersk

*“Numeracy and numerical accuracy with the ability to translate complex problems into understandable information is key to the success of my role.”*

– Aoife Rameshwaram, Wincanton  
Operational Improvement and Continuous Improvement Sector Lead



The Chartered  
Institute of Logistics  
and Transport



**LOGISTICS UK**

ARE PROUD TO MANAGE GENERATION LOGISTICS

### ABOUT CILT(UK) AND LOGISTICS UK

The Chartered Institute of Logistics and Transport in the UK - CILT(UK) - is the leading professional body for logistics and transport professionals. With more than 12,000 members in the UK, CILT(UK) represents professionals involved in the movement of goods and people and their associated supply chains. Established more than 100 years ago, CILT(UK)'s members are involved in the design and management of infrastructure, systems, processes and information flows and in the creation, management and continuous improvement of effective organisations. The work of CILT(UK)'s members adds value to people and society and directly impacts the environment, business profitability and economic growth.

Logistics UK is one of the UK's leading business groups, representing logistics businesses that are vital to keeping the UK trading, and to more than seven million people directly employed in the making, selling and moving of goods. With disruptive forces like new technology driving change in the way goods move across borders and through the supply chain, logistics has never been more important to UK Plc. Logistics UK supports, shapes and stands up for safe and efficient logistics and is the only business group which represents the whole industry. It includes members from rail, road, air and sea, as well as the buyers of freight services such as retailers and manufacturers whose businesses depend on the efficient movement of goods.

# GENERATION LOGISTICS™

## PARTNERS

