

EVERYTHING  
EVERYTHING  
EVERYTHING  
EVERYTHING  
EVERYTHING  
EVERYTHING  
**EVERYTHING**  
YOU EVER WANTED TO KNOW ABOUT  
**LOGISTICS**  
CAREERS



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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 more than 50 companies, business groups and the Government 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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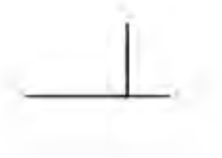




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# What is Generation Logistics?

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 3D printing and 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 the role”

— Jack Watts, Warehouse Service Team Manager, Tesco

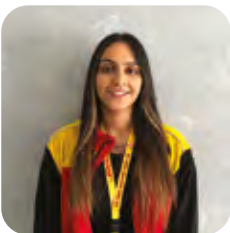
The skills shortage in the logistics sector means we need passionate people to join our workforce yesterday!

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



“My apprenticeship and job combined teaches me life skills that no university could have: communication, honesty and teamwork”

— Gurkiran Rai, Transport Manager, DHL Express

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 Degree Apprenticeships include Express Delivery Manager (Level 6) and Supply Chain Leadership Professional (Level 6).

## 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 and Supply Chain Management and Logistics with Supply Chain Management are available through a multitude of universities. NOVUS, which provides students with guaranteed placements and graduate roles, is a great place to start searching.

[novus.uk.com](https://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!"*



Callum Brough

Company: GXO  
Role: Site Manager

Sometimes people find a career in logistics by searching for a job that perfectly fits their skills and ambitions. And sometimes, a career in logistics just finds them. For Callum, it was the latter.

*"I 'fell' into logistics almost seven years ago, not knowing what I wanted to do. After various roles within GXO, I was given the opportunity to take the position as Site Manager, a position with a lot of opportunities for development."*

Callum started his logistics journey at 19, as a Junior Transport Operator, with no previous experience or knowledge. Over the following four years he progressed to Transport Operator, Contract Manager then Shift Manager – at 24 years old, the youngest to achieve that role on site. But how?

*"From a young age I was always adaptable. I find that this is an important skill to have, as you need to be able to adapt your approach and delivery depending on who you are talking with."*

Alongside clear communication, Callum's determination, ambition and confidence have helped him progress through a career that required no specific qualifications or experience, just a willingness to grow and learn. Callum has now put himself forward for training courses such as ILM Leadership & Management Level 3 and has gained his International CPC (Certificate of Professional Competence) licence.

# 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 £23,000

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 £35,000

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



Ryan Walters

Company: Stobart

Role: Management Graduate

Ryan began his career within the supply chain sector 10 years ago. After five years, in order to open up more opportunities for development, he decided to apply to study BSc (Hons) Logistics and Supply Chain Management at university.

*“What I learned in my four years at university has helped me bring theoretical knowledge from the classroom into the real world, to support the logistics of today.”*

His position in the graduate team at Stobart challenges Ryan to explore all aspects of the company, from day-to-day order picking to supporting on larger projects. This offers a glimpse into, and an understanding of, multiple job roles within the company and will ultimately help him find his perfect role.

*“Constantly moving into different departments has given me a better understanding of the company as a whole so when I move forward into a particular role, I will understand how the company works and how I directly contribute to the movement of goods around the UK.”*

Ryan is excited by the opportunity to move up the ladder at Stobart. His favourite part of his job is being able to help different departments with his IT knowledge and Excel skills, getting satisfaction from the way his input allows processes to run more smoothly.



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.”*

# 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 £34,000**

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 £30,000**

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, a role that can reach salaries of £60,000+

### 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 Fulfilment 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 Fulfilment 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 everyday and have the responsibility to ensure my 1,100 colleagues get home safely everyday."*

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."



Tristan Blackie

Company: DHL Supply Chain

Role: Head of Account Management

From playing sport in his youth, Tristan knew that he excelled within team environments.

Once he had completed his A-Levels, he began to look for roles that might suit him. Logistics wasn't an obvious choice, but once he found it, it was all systems go:

*"Originally I joined DHL Supply Chain through a temp agency. Since then, I have networked well to understand available opportunities within our business."*

Tristan enjoyed building relationships with clients and the challenge of delivering against complex contracts – something typified by his career highlight on a project at London Heathrow Airport:

*"After working to solve our operational challenges, I worked with our customer to support them with theirs. We ended up tendering for the full contract, which saw the revenue grow from £5m to £23m."*

# 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 and automated, but not 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:

### Customer Service Coordinator: From £18,000

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.

### Inventory Controller: From £29,000

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:



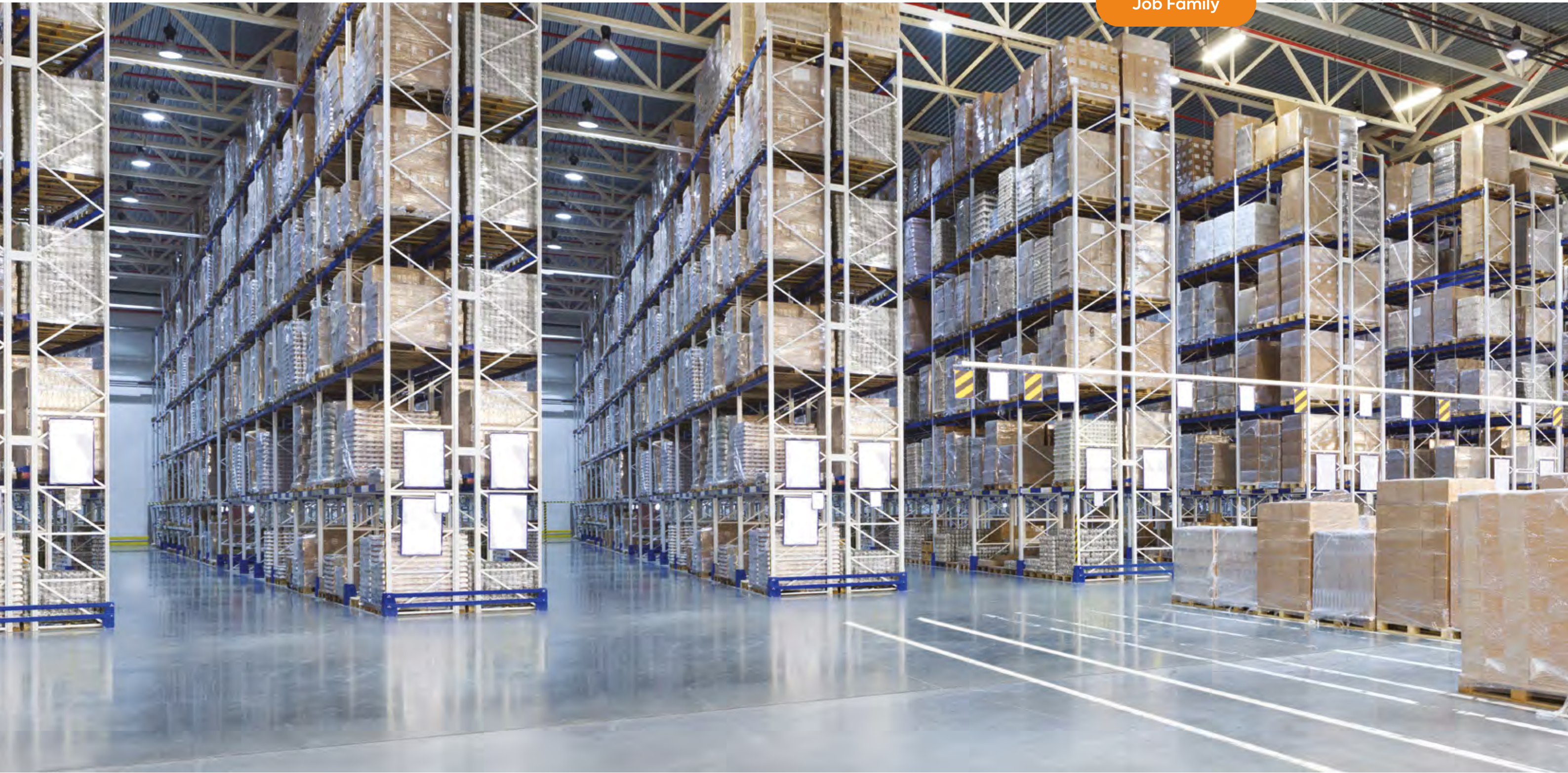
### Level 3 Supply Chain Practitioner

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.



Neil Greasley

Company: Kinaxia

Role: Solution Design Director

Neil's interest in logistics was piqued after scratching the surface during his undergraduate degree. Having completed a few logistics and transport modules while he studied, he found a 12-month graduate trainee course and was curious to find out more.

The course provided an overview of the logistics sector, with several placements provided in different areas of the business. As well as giving Neil a better understanding of the sector as a whole, the placements helped him to understand where his skills were best suited, and which career path he'd like to follow.

Neil found his home in Solutions Design, where he's responsible for producing cost-effective, practical and innovative solutions for current and future customers. To do his job well, Neil needs to understand and analyse customers' logistics requirements. He models alternative methods of operation and then presents back compelling proposals. He considers attention to detail and logical thinking to be the most important attributes to have, but he's in it for the variety:

*"I've always enjoyed the variety of projects we get to work on in Solutions – no two customers have the same requirements or priorities. One day we can be presenting a solution to a CEO, the next day measuring the racking in a warehouse!"*

# 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 £23,000

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 £37,000

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 with Logistics & 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 things are only going to get bigger.”*



Dario Smit

Company: Marshall Fleet Solutions

Role: Senior Service Controller

As a Senior Service Controller with Marshall Fleet Solutions, Dario is responsible for many of the day-to-day operational functions of the business. This means he coordinates service work and manages how tasks are assigned. Transport refrigeration is an incredibly busy sector where there’s a lot of juggling of tasks and responsibilities, so someone must make sure that everyone is using resources as effectively as possible, whilst ensuring customer satisfaction and compliance with health and safety – that’s Dario!

Dario worked his way up to his current role because of previous positions he’d held. He did take his GCSEs, and has picked up a number of electrical, mechanical and engineering certifications and qualifications while on the job. Dario would say his main “qualification” has been his performance and the knowledge he’s built up over time.

When he started with Marshall Fleet Solutions back in June 2016, his first role was as a Fridge Engineer. By 2018, he was a lead engineer, the most senior position in that career route – but there are plenty of other options from there!

In Dario’s case, Marshall Fleet Solutions happened to advertise his current role. He let people know that he was interested in the role and then went to meet the team and regional business manager at Tamworth. Dario hasn’t looked back since!

Dario genuinely loves the team he works with. *“They’re exceptional people, and we have a way of motivating each other to bring everything to work today. In turn, our enthusiasm translates into a happy customer base, as our customers can tell we’re fully engaged and committed to doing whatever we can for them.”*

Since stepping up into his current role, Dario’s been able to meet many of the industry leaders from all over the world whom he’d only ever read or hear about beforehand. That has been a huge highlight, as he feels he’s really becoming part of the sector and getting a seat at the table.

# 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:

START HERE

### Service and Maintenance Technician: From £23,000

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.

GET HERE

### Workshop Manager: From £41,000

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



Lottie Leigh-Browne

Company: GXO

Role: Environmental Manager UK & Ireland

After completing a degree in Environmental Geography, followed by a Masters in Climate Change Science and Policy, Lottie tried roles in consultancy and app development before landing a job which focused on driving corporate sustainability.

With family members who work in logistics and a good grounding from her studies, she recognised that the fast-paced, multi-tasking environment the sector offered could be a good fit for her. Responsible for developing and driving GXO's Sustainability Strategy across the UK and Ireland, working in logistics has proved to be much more complex than Lottie imagined:

*"I hadn't set foot in a warehouse. The complexities of the logistics sector fascinate me. To be at the forefront of the conversations around alternative fuels, renewable energy and sustainable initiatives is very exciting."*

While on the job, Lottie has received her associate membership for IEMA Environmental Management, and is working towards achieving her Practitioners' membership, both fully supported and sponsored by management. She has also completed her IOSH Managing Safely Course.

When asked what she'd say to someone considering a career in logistics, Lottie emphasises the opportunity to grow:

*"There are so many areas across the logistics industry that specific attributes can be applied to. Don't worry if you enter a role that isn't your 'dream job'. Learning key skills and attributes that can be applied to other roles is often the most important thing. Embrace the challenges and engage with as many projects and people as possible."*



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 Royal Princess.

# 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 £22,000

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.

### Head of Sustainability: From £40,000

The Head of Sustainability would provide advice to all areas of a business relating to sustainable practice. The head of sustainability creates, implements and monitors environmental strategies and ensures compliance with environmental guidelines, targets and legislation.

## Degree Apprenticeship Spotlight:



### Level 6 Environmental Practitioner

The Level 6 qualification provides students with high level of professional environmental expertise to take to the workplace.



# 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 transport and logistics sector, and very close to Maritime, so always wanted to be involved in the business.

*“I have been interested in transport and 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 £23,000

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

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

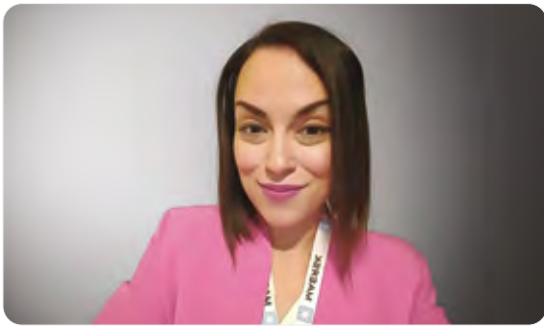
Company: Maersk

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 & 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.”*



Vivi Mougkra

Company: Maersk

Role: Customs Compliance Operations Lead

As the Customs Compliance Operations Lead, Vivi’s role involves overseeing various aspects of customs compliance within the business. Key responsibilities include monitoring and advising the company on changes in customs regulations, actively participating in team management, and contributing to HR functions within the Customs Compliance team. She works closely with the Customs Compliance Manager to conduct one-on-one sessions, quarterly assessments, and provide continuous feedback aligned with the organisation’s values.

Ensuring that customer needs are met or exceeded within compliance controls is a priority and she strives to maintain strong business relationships with both customers and internal stakeholders. Compliance with HMRC’s (Government’s) statutory requirements, including AEO (Authorised Economic Operator) or any other customs authorisations, is a critical aspect of her role. Vivi actively supports the growth of the business and contributes to creating innovative solutions.

Vivi got current her role as the Customs Compliance Operations Lead through an internal promotion within the company. Having spent a year in the Customs Compliance department and an additional two years in the broader Customs sector, she developed a profound interest in the field: *“What truly attracted me to this position was the dynamic nature of customs operations.”*

Every day brings new challenges and learning opportunities, as the customs sector continually evolves and undergoes changes. Various experiences made Vivi realise that her skill set, including attention to detail, organisational prowess, problem-solving abilities, and adaptability, align seamlessly with the requirements of a role in logistics.

# 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. 6.6 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:

START HERE

### Freight Forwarder: From £20,000

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.

GET HERE

### Customs and Trade Compliance Manager: From £35,000

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



Millie Reed

Company: DHL Express

Role: Future Leader Graduate

Millie is on a management graduate scheme where she is learning key management skills in various teams across the business. She is currently in a role in sponsorship as part of the marketing team at DHL Express, working with partners on various projects.

The graduate scheme required a 2:2 or above in any undergraduate degree and Millie learned about her role via a recommendation from a friend who was about to begin the DHL Supply Chain graduate scheme.

Millie brought with her a broad range of experiences, ranging from a job in insurance to the world of luxury travel PR. She has also done a lot of travelling across South America and Southeast Asia, which has developed her adaptability and flexibility – critical, as Millie faces new challenges every day.

*“The logistics sector is dynamic, with constant changes in demand, regulations, and technology – therefore being versatile is vital. Unexpected challenges often arise in logistics, such as delays, disruptions, or changes in demand and it’s down to you and your team to solve those problems.”*

The independence gained from managing projects is what Millie loves about her role. Her most memorable achievement so far has been working with Harlequins, as DHL is the club’s main partner.



Luke Robinson

Company: Wincanton

Role: Group HSEQ & Compliance Director

Luke’s career so far has been multi-disciplined, with some time spent in education, supply chain and now in Health, Safety, Environment and Quality (HSEQ). In his current role as Group HSEQ & Compliance Director, Luke provides strategy and leadership for the national agenda in these specialist areas.

*“My role involves keeping abreast of emerging risks and thought leadership. I challenge and influence internal and external stakeholders to think differently about new ways of working, both now and in the future.”*

Luke was a member of NextGen, a high-potential leadership programme at Wincanton. When his current role was advertised internally, he felt prepared and supported to go for it. And it’s with that same support from the Wincanton leadership that he and his team feel able to really push the boundaries of what is possible within HSEQ.

*“Wincanton is constantly innovating to bring growth opportunities to its customers, whether in productivity, efficiency, sustainability or, in this case, HSEQ. I knew innovation would be at the forefront of this new role and I have a clear strategy for Wincanton’s growth.”*

Luke is keen to recommend HSEQ to those looking to embark on a career in logistics, listing degree-level education, recognised HSE qualifications and some time in a relevant role as vital to finding opportunities, of which he’s found plenty during his time at Wincanton.

# 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:

START HERE

### Improvement Technician: From £23,000

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.

GET HERE

### Health, Safety, Environment & Quality (HSEQ) Manager: From £50,000

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.

## Apprenticeship Spotlight:



### Level 3 Improvement Technician

Operations Excellence is at the heart of improving business performance. A Level 3 qualification provides a solid foundation for progression.



# 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.



Isabelle MacLaren  
Company: St Modwen  
Role: Property Manager

Currently a Property Manager for St Modwen, Isabelle manages health and safety and risk mitigation, attends site meetings, and manages complaints. She looks after 130 units and 22 properties in total.

Isabelle was approached by a former manager about her role, who encouraged her to apply. She felt attracted to the opportunity it presented because of St Modwen's good reputation in the market, and with her husband currently serving in the military, the work life balance, friendly feel and flexibility of the role really appealed to her.

Having trained for a Masters in Estate Management, and as an active member of the Royal Institute of Chartered Surveyors (RICS), Isabelle knew she had the relevant qualifications, but she also had some previous experience in warehouses.

*"I felt the logistics sector would give me a stable career with some good growth and development opportunities in the future."*

She enjoys the variety her role brings and the fact that every day presents a new challenge. She feels that working in logistics keeps her on her toes, and ensures she's learning new skills. For example, Isabelle was given the opportunity to undertake a RICS qualification whilst on the job, and was absolutely delighted when she passed first time.

# 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:

START HERE

Graduate Surveyor: From £25,000

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.

GET HERE

Project Manager: From £52,000

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



Megan Glaholm

Company: DHL Supply Chain

Role: Chartered Manager Degree Apprenticeship

Meg was looking to strike a balance between continuing her studies and getting hands-on experience in the workplace. Having initially planned doing English at university, she changed tack when she realised that a logistics degree apprenticeship with the DHL Supply Chain renews excellence team would offer her the combination she wanted.

*“My line manager, Kelly, is extremely supportive and together we try to align my studies to my practice, so that it becomes more relevant. I’m studying for a business management degree and I’ve found modules like economics and leadership really useful in the workplace.”*

Her role is all about driving efficiencies across the DHL Supply Chain network, but for Meg, the best bit is the support she gets from those she works with.

*“I’m getting a degree I’m interested in, workplace experience and a good wage at the same time. And, on top of that I get to work with a team that are incredible and have done nothing but support me since the day I started.”*

*“I feel like DHL Supply Chain is really invested in young people.”*



Emily Bliss

Company: Prologis

Role: Senior Capital Deployment Analyst

Emily’s current role centres around financial analysis. Financial analysis is critical for obtaining formal approval to buy or sell land, or to build buildings, at Prologis Emily’s role is developing into leasing – buildings over which she has responsibility for finding tenants.

When Emily first joined Prologis, she was lucky enough to work in Amsterdam for two years. This was a highlight for Emily, as her role at that time – being responsible for financial underwriting of acquisitions across Europe – allowed her to travel extensively.

Emily comes from a farming background and, as such, has had a lifelong interest in the built environment, but it’s the social interaction that her role entails that Emily likes best:

*“I like the fact that not every day is the same and I don’t have to sit at a desk all day, as getting out and building relationships and networks is extremely important to me.”*

# 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:

### Junior Financial Analyst: From £25,000

A Junior 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 £58,000

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 has recently moved to a new role, Junior Business Development Manager for the Paris 2024 Olympics! This will involve finding and winning new business.

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, 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 & Marketing?

Sales & 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 £19,000

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 £35,000

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



Megan Charlton

Company: GXO  
Role: HR Support Advisor

As a recent geography graduate, Megan has taken advantage of the opportunities the GXO graduate scheme offers. Following her final rotation, she's opted to specialise in HR – something she hadn't tried before.

*"I was part of the Talent Management team in my final rotation, looking at the continuous performance management process as well as developing career pathways for different business functions."*

She spent a lot of time on research and analysis, speaking to people across all areas of the business about their career pathways and the skills, qualifications and behaviours required to take them to the next level.

*"We've been trying to modernise the performance process, making sure everything is online and on one portal for people to input any performance goals and activities that they have discussed with their manager and strive to achieve."*

As part of the graduate scheme, Megan has been encouraged to undertake three qualifications: IOSH – Health and Safety, Transport Management CPC (Certificate of Professional Competence) and a Level 3 Leadership and Management Apprenticeship, preparing her for a long and fulfilling career in the sector, with plenty of opportunity for growth.



Debbie Blackwell

Company: Kinaxia  
Role: People Services Director

Debbie is responsible for the Human Resources (HR), Learning and Development, Marketing and Recruitment functions across the Kinaxia group and a qualification in Human Resources, normally through CIPD (Chartered Institute of Personnel and Development), is required for her role.

Debbie has had a varied career that started in childcare, before moving to becoming an Air Stewardess, and then into HR when a role became available whilst she was working at the airline for a trainee HR Administrator.

*"I had never thought about HR as a career before; however, the role really interested me and the company was offering to put me through the CIPD qualification as part of the training."*

Debbie has worked in HR ever since in various industries including pharmaceutical, an orchestra, engineering and, latterly, logistics. HR skills are exceptionally transferable; the ability to problem solve is top of the list of qualities needed to be a successful HR practitioner.

# 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:

START HERE

### HR Graduate: From £27,000

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.

GET HERE

### HR Manager: From £50,000

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 lesson plans, 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

