

Head of Global Freight – Victoria London

Mountain Warehouse Introduction:

Mountain Warehouse has more than 20 years' experience developing the very best outdoor gear for all the family. Having started with a single shop in Swindon the company now has more than 400 stores and employs around 3,000 people globally. Mountain Warehouse sells more than 20 million items a year from jackets and fleeces to rucksacks and sleeping bags. It also sells items for running and cycling.

What sets it apart from competitors is that almost all its stock is exclusive to Mountain Warehouse. By designing its own top-quality products, and having them made to exacting standards, it can ensure that customers get top-quality products at very competitive prices.

Mountain Warehouse are growing fast both in the UK and Internationally. Our supply chain operations are key to delivering this growth and an exciting opportunity has arisen to join the team as a Inventory Manager. Working with third party logistics providers with distribution centres in Peterborough , Milton Keynes, Toronto, and Christchurch you will play a key role, ensuring our products are delivered to our stores and customers around the world .

This is a challenging and rewarding role for an ambitious Head of Global Freight looking to join a fast-growing business and gain experience in delivering real results in a challenging environment. The role reports to the Supply Chain Director . This role will require occasional international travel.

Key Responsibilities:

- Understanding and defining our Global Freight Strategy, to ensure we have a robust process optimising service to our DC's
- Raising awareness and knowledge within our own Teams and internal customers to help drive continuous improvement and incremental process improvement
- Work closely with our Freight providers to ensure visibility and accuracy of Global Freight and that is clearly reflected within our internal reporting across the business
- Working with our Partners to establish best practice, driving confidence across the Mountain Warehouse business
- Set all SLA's and KPI's, and monitor them with the Global Freight providers. Plan and attend all Commercial and operational reviews on a regular basis to discuss the current inventory position and reporting.



- Liaise with Mountain Warehouse's internal S&OP teams (primarily Buying Merchandising, Finance and Supply Chain) to ensure the processes are visible and robust across all regions.
- Develop continuous improvement plans and longer-term strategic requirements .
- Demonstrated ability to work with large quantities of statistical data and convert it into understandable, meaningful results.
- Facilitate change management with all partners as Mountain Warehouse and our DC's evolve and implement initiatives.
- Promote a culture of accountability, partnership, and continuous improvement with our partners.
- Develop Dashboards identifying our Freight Position.
- Applying appropriate technical knowledge and skill to contribute to an efficient Inventory Control team.
- Support the continuation of a Freight Reporting suite to ensure all movements are accurately reported upon, through all processes within the agreed SLA's.
- Manage relationships with key partners effectively
- Being the primary contact for all Freight related matters, directly and indirectly via all forms of communication.
- Working closely with our B&M Teams to share data, track trends, and develop continuous improvement initiatives.
- Manage our Inbound Freight team to support the wider business

We would love to meet someone with:

- Previous experience within a Senior Inbound Freight role
- Proven Commercial skills
- Strong analytical skills
- Partnership management – particularly Supplier relationships/account management
- Operational experience either working within, or as a partner to a Freight provider
- Previous Supply chain and ECOM experience gained in Clothing preferred or FMCG, either in-house or working with 3PL's
- Excellent attention to detail
- An ability to communicate effectively and efficiently at all levels
- Have strong inter-personal and communication skills, to build and maintain relationships
- Highly organized who can manage time effectively to meet given deadlines
- An ability to work in a fast-paced team environment
- Experience of automated environments



- Has worked in a similar fast paced high growth business environment
- Ability to track and understand stock movement data end-to-end through various systems, including WMS, ERP and bespoke purchasing tools

What's in it for you?

- Competitive salary and benefits package
- 50% staff discount & 25% for family and friends