

Logistics Coordinator

Reporting to: Operations Manager

Line Management: Stores Support - Seasonal Staff (April-October)

Location: Aviemore, Scotland, 95% office / 5% in the field

Seasonality

March to October is 'in season' which involves strict deadlines as the majority of trips depart, along with reacting to any unforeseen issues that may arise. Annual leave is more restricted during this period.

November - Feb is 'out of season' which involves preparation and planning for the following year. kit repairs, maintenance, review of processes.

Hours

Hours for this role would be 35hrs per week although there is an opportunity to increase hours in the summer and reduce them in the winter. Indicative working hours would be as follows:

Mon: Off

Tue: 9-5

Wed: 9-5

Thu: 8-4

Fri: 12-8

Sat: 7-3

Sun: Off

The scheduled hours will vary a little each week pending which trips are operating and can be managed between the logistics coordinator, stores support and wider operations team.

Job Purpose

You will have responsibility for the precise logistics of our outdoor equipment and vehicles to ensure that all our trip departures are outfitted to deliver a 5 star service to our guides and clients alike.

You will collaborate with our sales, operations and guiding team to gather relevant information to make improvements where necessary that benefit our clients. You will maintain an efficiently and effectively run stores which remains organised and meets the needs of the business to constantly deliver our best.

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Key Accountabilities

Equipment Partners & Suppliers - nurture existing and build new relationships with regards to food suppliers, kit providers and maintenance services, such as Lyon, Trek Bikes, Haglofs, Stoats, Ford, Arnold Clark, etc. including procurement and purchasing.

Food quality - maintain, develop and enhance the food offering on our expedition trips as well as snack boxes for all other trip departures.

Procedures, processes and maintenance - drive efficiencies in all areas of equipment management, maintenance and stock volumes leading to ease of preparation of packing for all RC, MTB, SK and OC kit heavy departures.

Feedback - act on feedback received in relation to kit, equipment and general processes and procedures, implementing changes and logistical improvements where required.

Line manage, support, mentor and coach the seasonal stores support in a collaborative manner. Seek further support from the wider operations team as required.

Key Responsibilities

- Ensure all outdoor equipment and vehicles are maintained and logistically set up for successful trip delivery in the season.
- Ensure the stores are organised, shelves and racking are clearly labelled and all items have their place.
- Manage Personal Protective Equipment (PPE) checks as required and keep records accurate and up to date in line with UK legislation.
- Implement changes in stores processes or procedures in advance of the season.
- Coordinate all essential maintenance and repair of vehicles and equipment throughout the year.
- Ensure the smooth running of operational logistics for Guides, the Operations Team and ultimately our clients.
- Preparation of equipment and supplies for all Wilderness activities including walking, road cycling, mountain biking, open canoeing, sea kayaking and expeditions.
- Allocation of client bikes for RC and MTB departures, maintaining up to date records to aid the sales team when booking new clients.
- Purchase and preparation of food for our paddlesports expedition programmes sourced either from in-house supplies or local food/drink suppliers.
- Handover of equipment, food and other trip resources to Wilderness Guides at the start of trips.
- Support Wilderness Guides with end of trip returns.
- Ensure all food waste and rubbish is disposed/recycled in the correct manner.

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Key Responsibilities (Continued)

- Cleanliness and maintenance of stores and equipment.
- Maintenance and repair of all equipment as required during the season.
- Maintenance and repair of our vehicle and trailer fleet.
- Liaise with our Operations Team in respect of trip information and preparation required for any given trip departure.
- Deliver guide training through in person and online video content to ensure all guides are receiving regular updates regarding general stores operations and more specific equipment use.
- Ad hoc trip logistics support work e.g. client / vehicle transfers, responding to emergencies etc.

Skills, Knowledge & Experience

- Detailed knowledge of the regions of the Highland and Islands where Wilderness Scotland Operates.
- Practical experience of all or most of the activities offered by Wilderness Scotland would be an advantage.
- Experience of expedition trips including food and all aspects of equipment.
- Strong communication and teamwork skills, along with a willingness to get your hands dirty.
- Velotech Qualified Bike Mechanic.
- NGB Qualifications are desirable.
- Clean Driving Licence and ability to drive a trailer.
- Highly developed interpersonal skills, awareness and emotional intelligence with an ability to develop and sustain business relationships.
- A natural collaborator who enjoys working in teams with a diverse range of individuals.
- A strong and clear commitment to customer service excellence and “extra mile” delivery.
- Excellent attention to detail, even when faced with multiple tasks and deadlines.