

Job Description – US Roll-Out Operational Launch Manager

Background

Parcelly is an international tech and logistics company providing hyper-local fulfilment solutions (location, technology and operations) through our network of partner locations (2,500+ across UK and USA).

We have just launched our platform in the US, and have gone live with a globally recognized food provider for whom we are creating an initial network of 100 Parcelly Locations (Dark Stores) across 5 DMAs to support their on-demand delivery strategy. We expect to grow this initial network rapidly across the US.

Our immediate priorities are two-fold:

1. Grow the US network rapidly in locations such as LA, Chicago and NYC
2. Embed processes that are efficient, robust and scalable (covering service set-up and operation)

We require the services of an Operational Launch Manager, as detailed below, to deliver the expansion of the Parcelly network within specific DMAs. This requires a combination of roll-out planning and tracking, and a hands-on approach to getting new locations up-and-running. The Operational Launch Manager will co-ordinate with colleagues at Parcelly and its partners. The role is available for an immediate start.

Job Type

Full-time / Fixed-Term Contract (for an initial period of 3 months)

Responsibilities

Working with the project team members in the UK and US, and Parcelly's partners, the US Roll-Out Operational Launch Manager will:

- Take responsibility for the successful roll-out of the Parcelly network for given DMAs
- Develop a detailed plan for network implementation within a DMA, from potential locations through to contract signature and go-live
- With the support of a third-party service organisation, identify potential locations in line with client and Parcelly requirements
- Short-list suitable locations by undertaking quality checks and presenting commercial terms
- Obtain location sign-off from the client and Parcelly, addressing queries as needed
- Co-ordinate location set-up, including scheduling equipment delivery and training at the site
- Be proactive in identifying and addressing any issues with network roll-out
- Track progress at both DMA and individual location level, reporting progress against plan highlighting any corrective actions needed

Skills, Experience and Personal Qualities

This role would suit someone coming from an operational team leader background, or looking to develop as a junior project manager. The skills and experience requirements for the US Roll-Out Operational Launch Manager role are as follows:

- Experience of leading and/or setting up operational services to agreed service levels; ideally involving a mix of third-party and in-house resources
- Track record of dealing with clients / customers and resolving problems they may have
- Able to develop detailed operational implementation plans, and then to report against progress against these

- Proactive in identifying key risks and issue, and able to propose practical solutions for mitigating these
- Good at problem solving and using own initiative to achieve project objectives
- Has a keen eye for detail and happy to get involved in a hands-on role
- Well-developed computer and technology skills; eg proficient in use of MS Office applications and web-based collaboration tools

Role Location

The role is a hybrid one, with a mix of office and home-based working (approx. 60/40). The primary office for this role is central London, where the relevant UK team is based. Travel to other UK offices may be required for meetings/workshops on an occasional basis.

Since part of the team is US-based (East and West Coast), some meetings may need to be run during UK evenings. Whilst this won't be a regular occurrence, work hour flexibility is required when needed.

Remuneration

Up to £40Kpa pro rata, depending on experience