Outbound Logistics & Planning Manager

Basic Job Information

Job Title	Outbound Logistics & Planning Manager
Brand/Function	Group Finance, Legal, Procurement & Vehicle Operations
Department	Group Vehicle Operations
Job Grade	D/ D2
Location	Blakelands
Role Reports to	Group Vehicle Operations and Logistics Manager
Direct Reports	1
Budget Accountability	Yes

Job Purpose

Responsible for Volkswagen Group UK's outbound vehicle logistics operations and UK delivery capacity planning.

The role manages the delivery supplier network and approximately £120m annual budget supporting the movement of more than 500,000 new vehicles and 50,000 used vehicles each year, ensuring sufficient capacity, supplier performance and delivery against brand and customer requirements.

Key Areas of Responsibility

Outbound Operations and Capacity Planning

- Manage outbound vehicle logistics across inland transport, port-to-retailer delivery, used vehicles and specialist movements, ensuring vehicles reach the correct destination within agreed service levels.
- Develop the end-to-end capacity plan, bringing together brand sales plans, production schedules, Emden and Iberian flows and stock, planned shipping, UK port stock, Transport Orders, carrier capacity and dealer stock levels.
- Compare planned production, shipping and Transport Order volumes with available port, transport and dealer-network capacity, challenging plans where they would create unmanageable stock or delivery risk.
- Determine how available transport capacity should be allocated where demand exceeds supply, and maintain contingency plans for supplier shortfalls, port congestion, backlogs, adverse weather, industrial action and system failure.

Problem Solving and Accountability

- Make time-critical operational decisions during disruption, balancing capacity, cost, service, registration deadlines, brand sales requirements and customer impact.

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- Determine recovery priorities across transport providers, ports and delivery channels, directing supplier recovery activity and corrective actions within delegated authority.
- Lead investigation of recurring delivery, capacity and supplier-performance issues, identify root causes and ensure effective actions are implemented.
- Escalate matters involving material financial exposure, contractual change or wider logistics strategy to the Group Vehicle Operations and Logistics Manager with clear options and recommendations.

Supplier, Financial and Performance Management

- Manage the outbound supplier portfolio, holding transport providers and supporting logistics suppliers accountable for contractual KPIs, service, capacity, cost and compliance.
- Work with Procurement and Legal on tenders, contract renewals and negotiations, providing operational requirements, supplier-performance evidence and recommendations on contract scope, capacity, KPIs and remedies.
- Manage approximately £120m annual expenditure, monitoring budget performance, assessing the cost of operational changes and supplier failure, and identifying opportunities to improve value.
- Report on production and stock flows, transport capacity, delivery performance, aged vehicles, supplier KPIs, cost and operational risk, identifying emerging constraints and required actions.

Compliance and People Management

- Ensure outbound operations and suppliers meet transport legislation, contractual, TQS, quality, health and safety, audit and sustainability requirements, including drivers' hours, Working Time Directive, Driver CPC and cabotage rules.
- Lead and develop one direct report, maintaining operational knowledge, cover and consistent standards across outbound logistics and planning activities.

Compliance Responsibility

- Ensure activities comply with applicable transport legislation, internal governance, regulatory, contractual, quality, health and safety and sustainability requirements.
- Maintain effective controls, evidence and corrective-action tracking across the outbound supplier network.
- Escalate material compliance risks through the appropriate internal channels.

Working Relationships

- Internal: Group Vehicle Operations and Logistics Manager, Brand Supply Managers, Sales and Supply Planning, Customer Service, Finance, Procurement, Legal, Quality, Health and Safety and Sustainability stakeholders.
- External: inland transport providers, port release and handover teams, retailers, fleet customers, Controlled Delivery Sites, specialist delivery locations and supporting logistics suppliers.

Skills

- Strong knowledge of finished-vehicle logistics, UK transport networks, carrier operating models, vehicle delivery planning and outsourced logistics operations.
- Detailed understanding of UK transport legislation, including drivers' hours, Working Time Directive, Driver CPC, operator compliance and cabotage requirements.
- Ability to manage complex, time-critical logistics operations across multiple suppliers, locations, brands and customer channels.
- Strong end-to-end capacity-planning, operational risk-management and disruption-recovery capability.

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- Ability to make timely decisions using incomplete or changing information.
- Strong supplier, contract and commercial-management skills, including budget and cost control.
- Ability to analyse operational and financial information and turn it into clear actions and recommendations.
- Strong communication, negotiation, stakeholder-management and people-leadership skills.

Experience

- Substantial experience in finished-vehicle logistics, inland transport, delivery planning or a comparable complex supply-chain environment.
- Experience managing time-critical operations across multiple suppliers, locations and customer channels.
- Experience of end-to-end capacity planning, transport-network management and operational disruption recovery.

Qualifications

- Degree-level qualification in Logistics, Supply Chain Management or equivalent professional experience.
- Professional qualification in logistics, supply chain, transport, operations management or equivalent professional experience.
- Relevant transport or logistics qualification, such as CILT, CPC or equivalent professional experience.

Career Pathways

- Broader supply chain, planning, procurement or operational leadership roles
- Group Vehicle Operations and Logistics Manager

Version Control

Date	Version No.	Reviewed by	Comments/Action
21.09.2026	Draft 2.0	Tom Ward	Simplified following HR feedback
From 2021 onwards document version control is controlled via SharePoint, the latest version of this document will be held on the intranet and therefore this document is uncontrolled if printed.			

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