

DC Manager - 3PL

Oversees end-to-end DC operations in partnership with 3PLs, ensuring efficiency, compliance, and alignment with sales and sustainability goals. Drives performance through planning, stakeholder collaboration, and continuous improvement while fostering a culture of inclusion and accountability.

RESPONSIBILITIES:

STRATEGIC & OPERATIONAL LEADERSHIP

- Define and achieve operational goals through effective planning, resource coordination, process monitoring, and risk management.

PEOPLE MANAGEMENT & TEAM DEVELOPMENT

- Lead, coach and develop the DC Management Team to retain a high-performing workforce.
- Drive employee engagement and foster a culture of inclusion and diversity.

SPECIALISED OPERATIONS & ADMINISTRATION

- Support key project rollouts.

COORDINATION & STAKEHOLDER MANAGEMENT

- Maintain continuous communication with 3PL to address daily operations and specific requirements.
- Collaborate with Regional Sales and Warehouse Operations to manage day-to-day requests and service needs, aligning 3PL operations with forecasted volumes and key sales activities.

PROCESS & WORKFLOW OPTIMISATION

- Collaborate with 3PL partners to identify improvement opportunities to enhance performance and warehouse operations.

PERFORMANCE ANALYSIS & DECISION SUPPORT

- Strategically plan and monitor performance of 3PL operations to ensure efficiency, service, cost-effectiveness, and sustainability.

COMPLIANCE, RISK & GOVERNANCE

- Ensure daily adherence to product service standards in 3PL operations.
- Ensure warehouse operations is compliant with local laws and regulations.

HEALTH, SAFETY & SUSTAINABILITY

- Drive sustainability improvements and ensure timely, high-quality sustainability reporting in alignment with CO2 reduction goals.
- Ensure 3PL adherence to employee safety, well-being and H&M group’s approach to Human Rights.

COMPETENCIES:

- Deep expertise in running end to end DC operations in collaboration with 3PLs.
- Strong cross-functional collaboration with Sales, HR, Controlling, and Sustainability teams.
- Good knowledge of global standards of operating procedures, security and sustainability.
- Effective presentation and communication skills in varying forums with senior stakeholders, and internal/external partners.
- Strong problem solving skills with a solution-oriented approach.
- Foster a culture of diversity, trust, openness, and inclusion in an empathetic, proactive and positive manner.

Role description → WHAT you do and HOW you do it

For leaders with staff responsibility

Leadership Principles

- **Purpose:** We are here to liberate fashion for the many. We create clarity & engagement about our common direction, empowering our teams to prove to the world that here is no compromise between exceptional design, affordable price and sustainable solutions.
- **Passion:** We live & breathe fashion. Giving our customers what they want and what they didn't know they wanted. Is the ultimate accomplishment. We push boundaries to get there.
- **Outcome:** We make priorities, and we get things done. We lead with the highest ambitions and urgency for outcome. We take accountability for creating strong results and collaborate to win as one.
- **Creativity:** We thrive on creativity. We are curious and we challenge ourselves constantly with new perspectives. The best idea wins. Every time.
- **Care:** We believe in people. We are authentic, straightforward and honest. We build strong teams where it's possible to contribute, grow and reach your full potential.

Our Values

All colleagues within H&M Group share the same values.

- We are one team
- We believe in people
- We are entrepreneurs
- We make constant improvement
- We are cost conscious
- We are straight forward and open minded
- We keep it simple

Values in action

Our values are put into action through their key behaviours/competences, that guide all colleagues across H&M Group to perform a task successfully regardless of role.

- Collaboration (e.g., the ability to be collaborative, inclusive, engaging)
- Empowerment (e.g., the ability to be empowering, trusting, listening)
- Innovation (e.g., the ability to be innovative, risk-tolerant, flexible)
- Improvement (e.g., the ability to be action oriented, taking ownership, willing to learn)
- Resourcefulness (e.g., the ability to be resourceful, responsible, proactive)
- Honesty (e.g., the ability to be open-minded, sincere, self-aware)
- Clarity (e.g., the ability to be clear, efficient, effective)