



**Job Title:** Continuous Improvement Project Coordinator

**Reporting to:** Warehouse Manager

**Responsible for:** Supporting continuous improvement initiatives and solutions design activity across ILG operations, driving measurable performance, productivity, cost, and quality improvements.

**Purpose of the Role:** To support the delivery of ILG's Continuous Improvement strategy through the review, analysis, and enhancement of operational processes, ensuring measurable business benefits, improved service delivery, and alignment with the Yusen Excellence System (Y.E.S). The role will also contribute to solutions design activity, supporting warehouse layout optimisation, capacity planning, and operational efficiency.

**Key Relationships:** CI Champions, Operations Managers, Warehouse and Section Managers, ILG Senior Management, Yusen Logistics UK and EU teams, IT and Client Services, suppliers, and clients.

**Key Responsibilities:**

- Support operational process reviews, identifying improvement opportunities and developing clear business cases with measurable ROI.
- Assist in delivering continuous improvement initiatives, including cost reduction, productivity improvement, and health and safety enhancements.
- Analyse operational data using ILG's WMS to highlight trends, risks, and improvement opportunities.
- Maintain CI trackers and reporting tools, ensuring benefits are accurately captured and monitored.
- Support post-implementation audits and three-month reviews to assess actual versus expected ROI.
- Work closely with CI Champions and operational teams to embed continuous improvement practices.
- Support the implementation, documentation, and reporting of the Yusen Excellence System (Y.E.S).
- Assist with solutions design activity, including warehouse layout development, optimisation modelling, and coordination of installation activity.

### **Performance Standards:**

- Delivery of CI initiatives that achieve measurable improvements in cost, productivity, quality, and safety.
- Accurate and timely reporting of CI performance, benefits realisation, and project milestones.
- High-quality process documentation that supports standardisation and operational excellence.
- Effective collaboration with operational, commercial, and IT teams to deliver improvement initiatives.
- Successful completion of post-implementation reviews with clear evaluation of outcomes.
- Positive contribution to Y.E.S assessment performance and continuous improvement culture.
- Consistent adherence to ILG standards, policies, and governance frameworks.
- Demonstrated impact on operational efficiency, customer satisfaction, and value creation.

### **Skills & Experience Required:**

- Demonstrable experience in continuous improvement, delivering measurable business outcomes.
- Strong communication skills with experience presenting to senior stakeholders.
- High attention to detail with the ability to influence adherence to standards and processes.
- Proven capability to guide and support teams in process improvement activity.
- Strong technical operations knowledge, with evidence of delivering cost savings and productivity improvements.
- Experience engaging with clients and internal stakeholders across multiple functions.
- Ability to work independently and manage competing priorities effectively.
- Strong data analysis, reporting, and problem-solving skills.

### **Personal Characteristics:**

- Detail-driven, quality-focused, and committed to excellence.
- Passionate about continuous improvement with a proactive, solutions-oriented mindset.
- Confident, professional communicator with strong interpersonal skills.
- Energetic, self-motivated, and able to work effectively at pace with minimal supervision.