

Jason Carter

Continuous Improvement Coordinator

Case Study

Jason Carter joined Clipper Logistics in 2020 as Continuous Improvement Coordinator – an 18-month placement within the Continuous Improvement team at Clipper's Ollerton site. Within his role, he was required to identify, implement, and maintain process improvements on site.

Clipper's Ollerton site is home to four major contracts: Wilko, ASDA, M&S and River Island, primarily dealing with e-fulfilment operations alongside reverse logistics, housing over 1,900 team members at peak.

It's a common misconception that a career in logistics is unfulfilling and is a basic job that involves moving items from one place to another. And Jason's perception was no different. "I always thought logistics wasn't an attractive field, I thought it was a box in, box out process and I wasn't settled on a career in logistics even after my first year of studies," he said.

The logistics industry can take you anywhere in the world, it offers a world of job opportunities, is lucrative and there is room for anyone with any background, from creatives to managers. The soft skills you acquire working in the industry are relevant to every other job you may ever encounter. From time management to customer care and problem solving.

To broaden his experience and understanding of the sector, Jason joined Clipper Logistics, first on a summer internship, then on a year-long placement. He soon realised the number of opportunities available within the sector beyond basic warehouse operations - from project management to finance. It was then he had decided to settle on a career in logistics.

"The opportunity to be able to work on a huge site, with multiple retail contracts, garnering paid experience that was flexible enough to work around my university timetable was more than I could ask for, and exactly what I needed in order to cement my decision to progress in a career within logistics," he says.

“Paid experience flexible enough to work around my university timetable was more than I could ask for.”

Jason's placement at Clipper, coincided with the Covid-19 pandemic, where overnight non-essential bricks-and-mortar retailers closed their stores and were faced with uncertainty. Traditional business models were challenged and displaced, whilst retailers eyed up new opportunities resulting from a change in demand and consumer preference.

As the nation went into lockdown, online shopping became the preferred way to buy both necessities and comforts. With many retailers closing stores temporarily, the crisis inspired new thinking around brand accessibility. With unprecedented pressures on online fulfilment, and consumers leveraging multiple channels and alternative models to obtain what they need, retailers and brands sought new ways to reach consumers. Across the board, Clipper has strived to maintain productivity, efficiency, and service levels as it supported customers through the challenges of COVID-19, living up to its ability matched by agility ethos and maintaining its customers service promise to consumers, whilst protecting the welfare of colleagues.

"Working through a pandemic showed me how Clipper's long-standing track record for innovative solutions put them in prime position to be agile and quickly adapt to unprecedented solutions. From operative to management level, I saw first-hand the ability the team had to overcome adversity. No matter what challenge they were faced with," he adds.

Jason's placement at Clipper has not only provided him with solid experience within the industry sector but has also cemented his future within the business.

“The impact he has been able to provide to me as an individual and a small team has been nothing short of fantastic.”

"I've learned an incredible amount during my time at Clipper. Three skills I've found most important include stakeholder management, confidence, and the importance of basic skills. Being able to be in a room with senior level directors and operatives and having the confidence to present and get my point across is something I feel I will take with me no matter where I go. I've also realised the importance of basic skills such as using excel, visio and being able to communicate with customers via e-mail - it's absolutely key to good communication. Not only that but I've learned that the sheer volume of opportunities available within the business has made me work to the best of my ability - there's so much more to logistics than you think. If you're looking for a career within the logistics sector, my advice would be to get your experience in. The sector is vast, and there are so many different aspects you can get involved in, just make sure you grab the opportunity with both hands and make a name for yourself." says Jason.

"Jason has gone from strength to strength during his time at Clipper. It's almost like that old cliché - he started as a boy and is now leaving a man. There is still plenty for him to learn though, he's only at the beginning of his journey. The difference he's made on site has been unbelievable. He has spent a lot of time on a variety of contracts and has been able to experience and see everything that can be done within a warehouse site. The impact he has been able to provide to me as an individual and a small team has been nothing short of fantastic."

Jake Brown, Line Manager

"Jason has progressed massively whilst on placement with Clipper. He rolled up his sleeves and joined early in order to support us through the pandemic. Right from when he joined, he was confident, and his personality really shone through. He has built some incredible relationships in that time and has made a significant impact across the site as a whole, he has incredible potential, and we look forward to seeing what's next for Jason."

Stacey Slater, HR Manager, Ollerton.

“He has incredible potential, we look forward to seeing what's next for Jason.”