

Courier and Last Mile Solutions Manager

Job Purpose

To lead the inception, design, operationalization, and growth of our Courier and Last Mile Delivery Business Unit. The role holder will be responsible for developing the business model, securing strategic partnerships, establishing operational frameworks, defining technology requirements, and driving nationwide execution to position Pebuu as a leading last-mile delivery partner leveraging its existing nationwide footprint.

Key Responsibilities:

1. Business Development & Commercial Growth

- > Develop and execute the business strategy, go-to-market plan, and growth roadmap for the Courier and Last Mile Business Unit.
- > Drive market penetration and revenue growth by securing strategic partnerships with potential clients.

2. Business Setup & Operationalisation

- > Lead the end-to-end inception and operationalisation of the Courier and Last Mile Business Unit.
- > Design and implement scalable operating models, service standards, SOPs, controls, and reporting frameworks.
- > Establish nationwide delivery and collection processes leveraging our existing field network. Build and manage the operational structure required to support business growth and service delivery.

3. Operations, Technology & Service Delivery

- > Oversee nationwide delivery operations to ensure service excellence, operational efficiency, and customer satisfaction.
- > Work closely with the IT team to develop and implement parcel tracking, proof-of-delivery, route management, and operational reporting systems.
- > Establish performance monitoring mechanisms to drive productivity. Ensure compliance with regulatory requirements, contractual obligations, and company policies.

4. Stakeholder & Relationship Management

- > Build and maintain strong relationships with clients, partners, regulators, and internal stakeholders.
- > Manage customer on boarding, service performance, issue resolution, and account growth.
- > Provide regular business performance updates and strategic recommendations to management.

Qualifications & Experience

- > Bachelor's Degree in Logistics, Supply Chain Management, Business Administration, Transport Management, or a related field.
- > Minimum of 5 years' experience in courier, logistics, transport, or last-mile delivery operations, with at least 3 years in a leadership role.
- > Proven experience scaling and managing courier and logistics operations with reputable courier companies.
- > Strong understanding of courier management systems, parcel tracking, route optimisation, and delivery operations.
- > Valid driving permit with practical driving experience.

Key Competencies

- > Courier and last-mile delivery operations expertise
- > Strategic planning and execution.
- > Leadership and stakeholder management. Strong negotiation, analytical, and problem-solving skills.

To Apply: Deliver your CV & Portfolio to our Head office:
23 Clement Hill Road.