The NET-A-PORTER Group has successfully established itself as the world's pioneering luxury online fashion retailer. Comprising NET-A-PORTER.COM, the global fashion destination for content and commerce, THEOUTNET.COM, the most fashionable fashion outlet, and MRPORTER.COM, the global men's style destination, these prestigious brands offer an unparalleled shopping experience. With its acclaimed editorial format, curated buy and flawless service to customers, the group is building on its success within the Asia Pacific region by opening offices in Shanghai and Hong Kong, enabling it to deliver even faster service to its rapidly growing customer base.

As such we are seeking a talented Shipping Manager to manage, develop and lead a team providing a comprehensive Shipping service, dealing with both outbound and inbound movements and associated affiliate companies and customers.

"Net-a-porter has revolutionised the way we buy designer clothes." Vogue UK

Key Duties and Responsibilities:

PEOPLE MANAGEMENT

• Manage and lead an effective and cohesive Shipping Team.
• Lead, develop and motivate direct reports ensuring continuous improvement through regular team sessions, creating a positive environment with clear communication channels.
• Ensure all direct reports are regularly appraised, and have clear career and individual development plans.
• Manage appraisals, disciplinary, grievance and performance management procedures of direct reports.

TECHNICAL MANAGEMENT

• Develop and manage outsourced SLA arrangements with third party logistics providers.
• Ensure the achievement of department KPIs.
• Manage all outbound consignments and inbound clearance including the creation of all necessary documentation.
• Ensure all Inbound and Outbound movements are fully compliant with current Trading Laws.
• Work closely with various departments to ensure that service levels and customer focus meet agreed Company standards.
• Work with the Head of Operations to establish transportation policies and appropriate monitoring programs.
• Manage all selected partner carriers through regular performance reviews.
• Identify and implement cost and transportation service improvements.
• Assist in the development of the company's Shipping management systems and processes.

FINANCIAL MANAGEMENT

• Regularly monitor the Shipping cost centre budget.
GENERAL MANAGEMENT

• Promote company values and to lead by example.
• Ensure excellent inter and intra team communication and morale.

Essential Skills & Personal Attributes

• Fluency in written and spoken English and Cantonese
• Excellent spoken Mandarin desirable
• Proficient knowledge of regional customs clearance regulations for e-commerce express parcel shipping and general imports, Specifically China, HK, Japan and South Korea
• Demonstrable Specialist knowledge of regional applied HS tariffs
• Expert compliance knowledge in Luxury fashion sector; CITES, Audit Management.
• Advanced knowledge of Microsoft Excel is essential
• Proven ability to lead by example
• Exceptionally well organised and efficient
• A flexible approach to work, hours of work, and be prepared to work additional hours from time to time.
• Capable of working under pressure and in a fast-paced environment.
• Proven ability to work to stringent deadlines
• Ability to communicate business decisions and changes to working practices clearly.
• Ability to demonstrate a professional and objective perspective at all times.

To Apply
Please apply via the website www.net-a-porter.com/careers