



## **Cold Chain & ETSF Operations Manager**

**Salary:** Minimum £45,000+ (depending on experience)

**Location:** London Heathrow (LHR)

**Join the team at the heart of our specialist logistics operation.**

UCH Logistics is looking for an experienced and highly organised **Cold Chain & ETSF Operations Manager** to oversee the day-to-day operation of our dedicated temperature-controlled warehouse and External Temporary Storage Facility (ETSF).

This is a hands-on operational role where you'll work closely with warehouse, transport, customs and customer service teams to ensure all temperature-controlled and ETSF shipments are managed safely, compliantly and efficiently from arrival through to final delivery or customs clearance.

Working alongside our Responsible Person (RP), you'll play a key role in maintaining the highest standards of GDP compliance whilst ensuring our ETSF operation meets HMRC and Border Force requirements. You'll be responsible for ensuring shipments are handled correctly, documentation is accurate, compliance standards are maintained and operational processes continually improve.

### **Key Responsibilities**

- Manage the day-to-day operation of our temperature-controlled warehouse and ETSF facility.
- Oversee all temperature-controlled and ETSF shipments from receipt through to final delivery, release or onward movement.
- Ensure all shipments are handled in accordance with GDP, HMRC, Border Force, CAA and company procedures.
- Oversee ETSF compliance, ensuring customs-controlled goods are managed in line with all regulatory requirements.
- Ensure accurate customs and warehouse documentation is completed, maintained and readily available for inspection.
- Monitor temperature records, storage conditions and audit trails to maintain full GDP compliance.
- Work closely with the Responsible Person (RP) on WDA quality and compliance matters.
- Coordinate warehouse, transport and customer service activities to deliver exceptional service levels.
- Support HMRC, MHRA and customer audits, implementing corrective and preventative actions where required.
- Identify opportunities to improve operational efficiency whilst maintaining regulatory compliance.



- Lead, coach and support warehouse staff, promoting a strong culture of quality, compliance and continuous improvement.
- Act as the operational lead for all Cold Chain and ETSF activities across the facility.

### **Qualifications & Experience**

We're looking for someone with strong operational and compliance knowledge who enjoys being actively involved in warehouse operations.

#### **Essential**

- Experience supervising/managing warehouse or logistics operations within a regulated environment.
- Good understanding of GDP and temperature-controlled logistics.
- Experience working with customs-controlled freight, bonded warehousing or ETSF operations.
- Knowledge of HMRC customs procedures and regulatory compliance.
- Strong organisational skills with exceptional attention to detail.
- Ability to manage multiple priorities in a fast-paced operational environment.
- Excellent communication skills and the ability to work across multiple departments.
- Strong leadership and people management experience.
- A proactive approach to problem solving and continuous improvement.

#### **Desirable**

- Experience supervising/managing an ETSF or customs-controlled warehouse.
- Knowledge of CDS, customs documentation and import/export procedures.
- Experience supporting HMRC, MHRA or ISO audits.
- WDA experience is not essential, as you'll work alongside our Responsible Person.

#### **What We Offer**

- Salary of **£45,000+**, depending on experience.
- The opportunity to lead a specialist Cold Chain and ETSF operation.
- A varied leadership role combining operations, customs compliance and cold chain logistics.
- A supportive team environment working alongside experienced logistics and compliance professionals.



- The opportunity to make a significant impact within a growing logistics business.
- 28 days holiday, rising to 30 days after 2 years' service (including public holidays)
- Free on-site parking, with excellent public transport links — bus stop right outside
- Workplace pension scheme
- Employee referral scheme
- Employee Assistance Programme (EAP) for confidential support and wellbeing
- Internal career progression opportunities — we love developing talent from within

If you're passionate about operational excellence, regulatory compliance and delivering exceptional logistics services, we'd love to hear from you.

Join UCH Logistics and help ensure every shipment is handled safely, compliantly and efficiently.

Apply here: <https://www.reed.co.uk/jobs/cold-chain-etsf-operations-manager/57172521>