

Shipping Manager

Location: Ireland or UK (with mandatory Ireland presence initially) – This role will require travel between both offices on a monthly basis with overnight stays, so candidate must have the scope to facilitate this

Reports to: Purchasing Director

Role Purpose

The Shipping Manager has end-to-end accountability for all shipping activity across Willows Ingredients, ensuring shipments move efficiently, costs are controlled, risks are identified early, and data is accurate first time.

This is a management and control role, not a coordination role.

The role exists to protect the business from unnecessary costs, operational disruption, and correction by Finance and Logistics.

Scope of the Role

- Sea, air and road freight (EU, UK, China, India and other origins)
- Third-party logistics providers and freight forwarders
- Training and managing Shipping administrator and resourcing shipping department as business demands increase.
- Close collaboration with Purchasing, Finance, Customs & Compliance and Sales
- Keeping the business informed about external factors that impact shipping eg. World events, economics, weather, how they impact the business and how we can mitigate risks or pivot if necessary.

Key Responsibilities

1. End-to-End Shipping Ownership

- This role carries defined decision authority to progress shipments without routine escalation, within agreed financial and risk thresholds
- Ensure shipments progress without repeated chasing or escalation
- Act as the single point of accountability for shipping outcomes Ensure all shipments are fully compliant and ready for release-to-order, coordinating with Customs & Compliance to confirm tariff classification, export documentation, health certification and hazardous/dangerous goods requirements are complete and correct prior to shipment.
- Own Products of Animal Origin (POAO) health certification accuracy end-to-end, ensuring all sections are correct and complete, and drive corrections with suppliers before shipment to protect Port Health clearance.
- Lead resolution of any POAO Port Health holds or queries by liaising directly with Port Health and relevant authorities (e.g., FSA/DEFRA) across the UK and Netherlands until clearance is secured.

2. Release-to-Order & Decision Authority

- Own release-to-order decisions within agreed parameters
- Approve freight method, timing and cost within defined thresholds
- Escalate only where decisions fall outside agreed limits or carry material risk

3. Cost Control & Risk Management

- Monitor freight costs, detention, demurrage and free time proactively

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Job Description – JANUARY 2026



- Prevent unnecessary costs rather than react to invoices
- Challenge freight charges and service failures where appropriate

4. Data Accuracy & Financial Protection

- Ensure shipping data, Sage entries, landed costs and allocations are correct first time
- Ensure accurate and timely creation and validation of GRNs in line with shipment arrival and documentation.
- Act as first line of defence before Finance involvement
- Own resolution of shipping-related finance queries

5. Process, SOPs & Controls

- Design, implement and enforce clear shipping SOPs
- Ensure SOPs and controls explicitly cover regulated and hazardous/dangerous goods shipments, including documentation, labelling, booking requirements and escalation thresholds
- Introduce checklists and controls for all shipment types. Embed consistent shipping controls so performance does not rely on individual knowledge or informal re-checking

6. Team Leadership & Capability Building

- Lead, train and develop Shipping Administrator
- Set clear standards, priorities and decision boundaries
- Reduce dependency on individuals by embedding knowledge and giving clear direction

7. Cross-Functional Leadership

- Prepare and circulate a weekly shipping schedule (ETAs, delays, risks and actions) and act as first point of contact for Sales on shipment status and customer-impacting changes.
- Work closely with Purchasing, Finance, Logistics and Customs
- Challenge poor inputs constructively and professionally
- Provide clear, proactive updates to stakeholders

Employment Terms:

- Full time permanent position
- Hybrid working following probation period – 2 days per week WFH
- 25 Days Annual Leave
- Personal Health Insurance following probation
- Pension scheme with up to 5% matching contributions following probation
- Employee Assistance Programme
- Immediate start
- Onsite parking

Please apply with CV and Cover Letter to Darerca Flynn, Human Resources Manager, Willows Ingredients Ltd. dflynn@willowsingredients.ie Closing Date for applications, 5pm, 30th January 2025