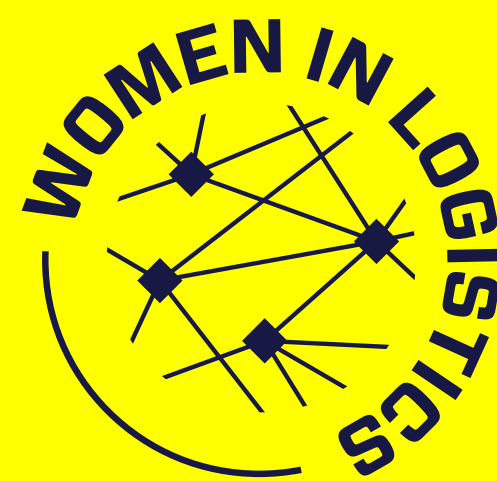


Jess has been working at Menzies for 14 years, first as an Operative in the secure cage. She later moved onto roles including Ops Support and Loss Prevention Officer before progressing to Senior Supervisor, Distribution Manager, and finally, Operations Manager.



Inspiring people
who inspire others



Working in Logistics is one of the most important and rewarding industries. Supply chain is absolutely critical to society and I feel privileged to be part of it.

Jess Hancock

OPERATIONS MANAGER



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Being the only female Operations Manager in the team requires a lot of effort, strength and a thick skin!

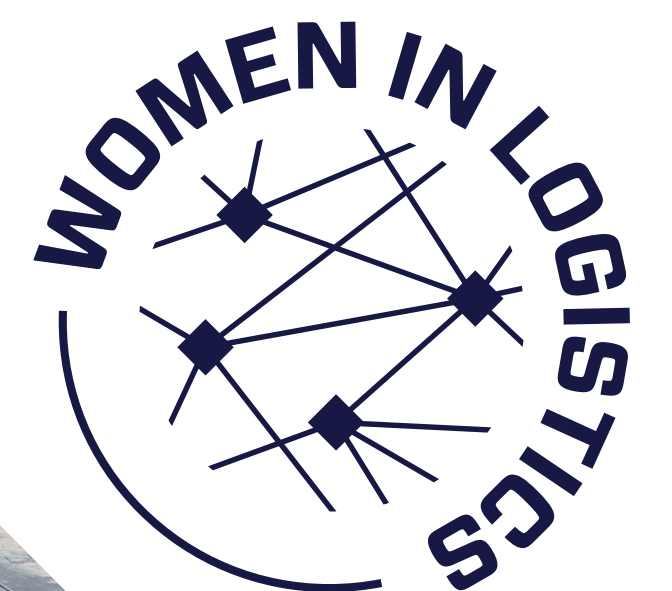
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I joined the business in September 2007 at the age of 20. I had previously worked in a bank for a short period of time, but I had to give this up because my Dad became seriously ill. Thankfully he stabilised and it was time to find a new job.

Along came the opportunity to work as an Operative for a company called Eason, who owned a 50% share in EM News Distribution. Shortly after joining, Menzies Distribution acquired Eason's share, taking full control of EM News Distribution.

“

I am responsible for overseeing our Warehouse Team in Coventry, liaising with key stakeholders including; customers, Transport Team, Supervisory Team, General Manager and other Operations Managers across the business, and ensuring our trailers are loaded on time and in full.



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I love how every day is different and presents a new challenge.

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We are faced with challenges daily, but to me, identifying the root cause, resolving it and implementing a solution to prevent it from happening again is what I enjoy. The adrenaline from that is addictive.

The biggest challenge I faced was chasing my opportunity to become a Manager in a very male dominated industry. I am grateful to the leaders within the business that recognised my talent, skills, hard work and value I bring to the business, enabling me to progress my career.

Today, seeing my team develop and progress within their careers is one of the most rewarding parts of my job.

“

Working in Logistics is not pretty at times. It is a challenge and you need a thick skin, but you will learn a lot about yourself.

In my opinion there is no other career that will test you more than a role in the Logistics industry, and that is part of attraction - it's almost addictive!

We need to enable the industry to benefit from female talent.

Jess Hancock
Operations Manager

