

“Every day has new challenges” – Ben Thompson



Ben Thompson, New Zealand domestic logistics manager for The Warehouse

In 2011, Ben Thompson received the CILT NZ Award for the Logistics Training Group (LTG) Top Graduate in the CILT-UK Professional Diploma in Logistics and Transport. *FTD* caught up with Ben to see how he was progressing several years on from graduating.

When Ben was completing his diploma, he was employed at The Warehouse as its transport coordinator. He is still working at The Warehouse and is now their New Zealand domestic logistics manager. His role includes the responsibility for managing a number of relationships with key logistics providers, including materials handling equipment providers and third-party warehousing providers.

Ben’s main responsibility is managing third-party domestic transport providers to ensure the successful delivery of products to the 140-plus retail stores that The Warehouse and Warehouse Stationery have across New Zealand. Ben likes the variety in his role. “Every day has new challenges,” he says. “Just when you think you

have everything under control, there can be an unexpected delay or something completely out of the ordinary, like when a ferry loses its propeller and you have to get backup plans in place straight away.”

Applied learning

The CILT-UK Professional Diploma in Logistics and Transport gives students the choice of various technical elective modules. Ben chose to complete the warehousing and transport modules. “The realistic case studies used in the diploma made it easy to apply my learning to my current role. While I learnt a lot of new skills, it also helped to highlight how much I had already learnt through my work experience within the industry,” he comments.

“In a role like mine where I need to get the best possible results from third-party logistics providers, it certainly helps to have an in-depth understanding of what makes their operations tick,” he adds. “I believe that the knowledge I’ve gained from the diploma has helped me work more closely with suppliers, and together we can come up with solutions that achieve an acceptable outcome for both parties.”

At 38 years old, Ben often finds that he is younger than his management counterparts. “I took on leadership roles quite early in my career, which meant I have usually managed those that have been older than me,” he says. “It is only recently that I have had younger staff reporting to me, and it is great being able to pass on my knowledge. I have been fortunate enough to have had some great managers, and this has made me very aware of how important it is to be an authentic leader.”

Qualification pathway

Ben hopes to continue working in logistics-related roles and is currently considering the option of following the integrated qualification pathway that the UK Professional Diploma in Logistics and Transport provides for postgraduate studies at Massey University in the Masters of Logistics and Supply Chain Management degree.

“I would recommend any logistics professionals who want to further their education to look into the CILT-UK Professional Diploma in Logistics and Transport offered through LTG to see if it meets their requirements,” Ben concludes.

The CILT-UK Professional Diploma in Logistics and Transport is offered in New Zealand by the Logistics Training Group; for further information, visit www.ltg.co.nz

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