

Thrive on the challenges

Jean Carr enjoys the fact that no two shifts are ever the same as Day Operations Manager at UPN.

After 10 years in customer service roles elsewhere in the industry, Jean Carr was looking for a new challenge, and took on the role of Day Operations Manager at UPN.

She manages a team of five, and her department is the first point of contact for network members if they have an issue or need assistance. She also works closely with the UPN compliance team.

“If you think of this business as a ship then we are its engine,” she says. “Without the engine the ship doesn’t sail. We are the team that makes all the other cogs go around.”

Jean likes the fact that the senior management team is passionate and very involved with the day-to-day running of the business. “We are independently owned, and the chairman still takes an active interest in the business - the managing director is based here as well,” she adds. “So, there is support here for us when we need it, and I also feel they listen to me when I propose new ideas.

A typical day involves communicating with network members and a lot of problem-solving. “This is not a job for someone who is shy and retiring,” she adds. “A lot of our members are smaller, family-owned companies, so naturally they are incredibly passionate about their businesses. It’s also a two-way street; they have to meet their contractual obligations to us and it’s my job to help support them and ensure that our business meets its KPIs.”

Jean’s role is developing as UPN’s business model also adapts to changing customer trends. “We used to almost exclusively be business-to-business, but now we are increasingly delivering to residential addresses,” she says. “The growth of home shopping has led to more people getting their goods shipped by pallet, particularly for the home improvement market. Dealing with the public means a whole new set of challenges and it really keeps me on my toes.

“Every day is different, and every day brings a new challenge. It is all about how you deal with them! I’ve always relished new challenges; I really enjoy that part of my job.”