

Senior Hellmann Manager: Stuart Arms

Stuart studied for a BA Hons. Degree in History at Northumbria University in Newcastle before embarking on a career as a sales professional at Hellmann Worldwide Logistics in Lichfield.

What motivated you to apply for a role as a Trainee Hellmann Account Manager (HAM)?

"After returning home from travelling to Fiji, Australia, New Zealand and Southeast Asia I wasn't sure what direction to take next in my career. I was enthused by the opportunities that a career in transport and logistics could offer and I applied online for the role."

How was your first day?

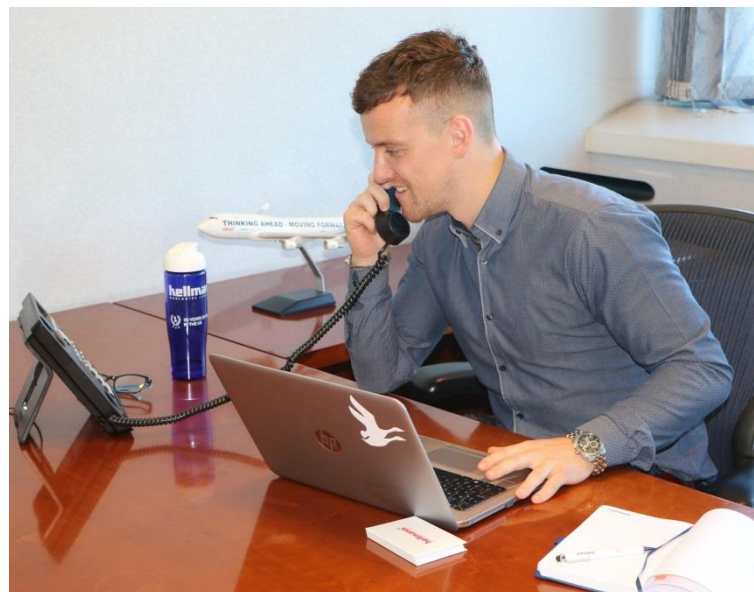
"I was really nervous as it was my first 'proper' job; I'd never worked in an office before. My line managers were really supportive and helped make me feel at ease. My team were well established and experienced within the industry."

How much support did you have when you were a trainee?

"I got lots of support, from Daniel and Chris my line managers. I also had the additional support from my mentors at the time. They helped with systems and process training. They were very approachable and always on hand to answer any questions."

What is a typical day at Hellmann like for you?

"Very fast paced, on the phone to existing customers and finding solutions for their logistical requirements. My day can entail anything from chasing hauliers, liaising with internal colleagues to chasing new business, prioritising my workload, making sure my figures are accurate, staying on top of my invoicing and ensuring that my customers are happy with the service."



What do you enjoy most about the logistics industry?

"I enjoy the challenge of trying to maintain existing relationship with customers, whilst striving to create new ones with potential customers."

Successes' and interesting projects...

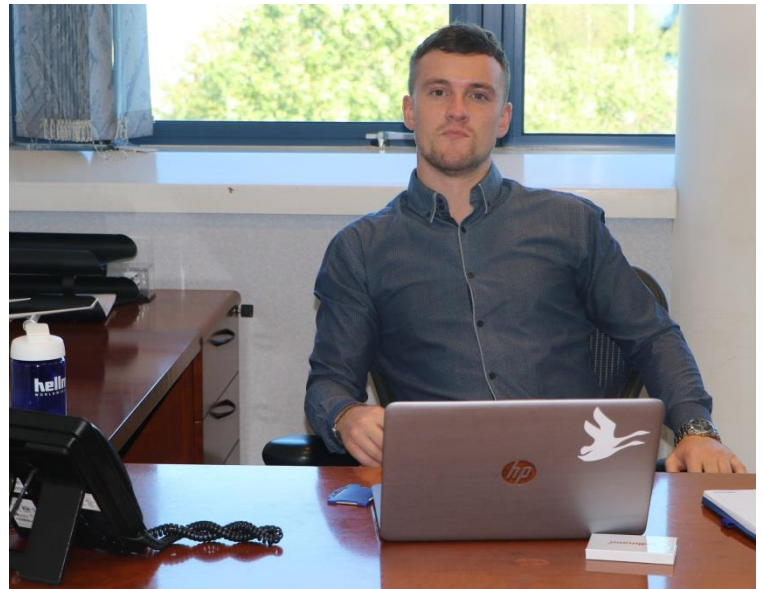
"Completing the three year graduate HAM scheme and bringing on new business. I feel a real sense of achievement when I win a new account after months of working hard to secure the business."

What are your long-term aspirations at Hellmann

"Advance my career within Hellmann, in January 2019, I will moving up to the role of Key Account Manager. The role is more challenging and will provide a fresh set of targets and benchmarks for me to work towards. "

Summarise your experience at Hellmann in one sentence:

"One of the most rewarding, but at times challenging industry to work within."



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