

Customer Service Manager

£ Up to £53,000 per annum

📍 Ormskirk, Lancashire with opportunity for hybrid working



Who are we?

The NSG Group is a global leader in glass manufacturing in three business areas: Architectural, Automotive and Creative Technology.

Our mission is to change our surroundings and improve our world. We work towards our Vision which is based on the strong belief in our long-held values: sincere and ethical culture, commitment to safety and technology, and respect for people.

The role

To lead and optimise the end-to-end Customer Service function, ensuring efficient order management, export coordination, and resolution of customer enquiries and complaints, while representing the voice of the customer to align demand, operations, and service delivery in support of business performance and growth. Duties can be, but are not limited to;

- Operates within our Commercial team, supporting the delivery of budgeted revenues across Domestic and Export segments, contributing to overall UK business profitability and performance.
- Supports continuity of supply across a c.£100M Upstream business in the UK and Ireland, delivering c.200,000 tonnes annually.
- Responsible for outbound supply and customer service performance across UK, Ireland, intra-group, and Export markets.
- Manages a team of 1 Team Leader and 4 Customer Account Coordinators.
- Oversees approximately £10M annual transport spend, including budget alignment, cost control, and invoice accuracy (SAP and manual processing).
- Requires regular engagement with senior Commercial leadership and cross-functional stakeholders including Sales, Operations, Planning, Quality, Procurement, and external customers and transport providers across the UK and Europe.

What are we looking for?

- Proven experience in warehousing, logistics, and supply chain operations.
- Strong SAP and IT system capability, with the ability to manage data effectively and produce KPI reporting to support performance management and decision-making.
- Drive continuous improvement in customer service, order management and logistics processes, improving efficiency, reducing cost, and enhancing overall customer experience.
- Manage transport operations and third-party logistics performance, to ensure cost efficiency, service reliability, and budget control.
- Ensure continuity of supply and outbound service performance, across UK, Ireland, intra-group and Export markets.

Benefits

- 25 days holiday (rising to 27 with service) plus declared public holidays.
- On site car parking & electric charging ports
- On site canteen.
- Management Bonus scheme – up to 20% of basic salary (not guaranteed).
- Private Healthcare scheme
- Holiday Salary Exchange scheme
- Group personal pension plan – a defined contribution scheme with up to 8% employer contribution.

How to apply

We give everyone an equal opportunity to contribute to their full potential and harness the richness of ideas.

If you believe you can take on the challenge, we very much want to hear from you. Click [here](#) to apply now!