

Business Unit Head Office	SUBJECT	DOCUMENT No. 1
	ACTIVITY PROFILE: GROUP SHIPPING MANAGER	REVISION No. 00
		WRITTEN BY: DL
		APPROVED AND DATED: 2026/05/20

1.0 SCOPE

All functions, duties, and responsibilities of the Group Shipping Manager

2.0 PURPOSE

The purpose of this role is to ensure that all shipping operations are executed efficiently, cost-effectively, and in full compliance with customs regulations and company policies, while maintaining service excellence and supporting business units with logistics requirements.

3.0 POSITION

Group Shipping Manager

4.0 DEPARTMENT

Corporate Executive / Logistics / Supply Chain

5.0 REPORTS TO THE

Group CFO

6.0 ORGANOGRAM

Yes

8.0 RESPONSIBILITIES/ACCOUNTABILITIES

Operational Management

- Review, check, and follow up on shipping estimates
- Manage imports and monitor shipment progress
- Ensure accurate and timely execution of shipments end-to-end
- Monitor shipping costs and implement cost control measures

Compliance & Regulatory

- Ensure compliance with SARS, customs regulations, and statutory requirements
- Review and update regulatory compliance frameworks
- Conduct audits to ensure adherence to internal and external compliance standards
- Manage rebate (NRSC) requirements and documentation

Stakeholder Management

- Liaise with clearing agents on imports, pricing, and compliance
- Coordinate with business units regarding shipping and logistics requirements
- Manage relationships with freight forwarders and suppliers
- Liaise with insurers on cargo-related matters

Reporting & Administration

- Prepare and submit weekly and monthly shipping reports
- Maintain accurate documentation for all shipments
- Ensure proper system utilisation (e.g., SAP, Excel, freight systems)
- Track shipment costs, duties, insurance, and related expenses

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Performance & Cost Management

- Ensure shipping cost estimates are accurate and delivered within required timelines
- Monitor budget vs actual expenditure and report variances
- Implement corrective actions to address inefficiencies

People Management

- Lead and manage the shipping team
- Monitor performance and provide timely feedback
- Facilitate training and development of team members
- Maintain professional communication and leadership standards

9.0 Qualifications & Experience

- Bachelor’s Degree / Diploma in Logistics, Supply Chain Management, or related field
- Relevant certification in Shipping, Freight, or Customs (advantageous)
- Minimum 5–8 years’ experience in shipping, logistics, or supply chain management
- Strong knowledge of import/export processes and customs regulations (SARS)
- Experience working with freight forwarders and clearing agents
- Proven experience in cost control, budgeting, and reporting
- Experience with ERP systems (e.g., SAP) and advanced Excel
- Strong analytical and problem-solving skills
- Excellent communication and stakeholder management
- High attention to detail and accuracy
- Leadership and people management capability
- Ability to work under pressure and meet deadlines