

**EMEG area Case Study: Hayley O’Nions**

**Route into logistics:**

Whilst studying my film degree in 2020, I moved to Nottingham and started working at GXO Nestle part time as a cleaner to help with my finances. Once I had completed my studies, I decided to move onto a full-time position for Nespresso before joining co-pack a few months later. Both positions were picking and packing roles where I had opportunities to show enthusiasm and help build connections throughout a variety of departments. Whilst at co-pack I was keeping an eye out for internal positions that would help me progress within the company and in September 2021 I joined the Control Room as an administrator. After starting my admin role, a new position became available quite soon and within the first couple months, I started to learn the Systems Controller position.

**My day-to-day work:**

In the Control Room it’s our job to oversee the automation and ensure any issues are dealt with efficiently so we can maintain a steady workflow throughout the warehouse and meet our targets. The job can at times be quite high pressure in order to solve a variety of different problems we face on site and it’s our job to ensure we follow company procedures in order to rectify these issues. The job requires us to keep orders rolling out on a 24/7 basis whilst meeting targets and keeping to a tight schedule.

Working in the Control Room doesn’t require any specific qualifications but good computer knowledge and confidence in learning system functionality is advisable. Becoming a systems controller can be a slow process because there are several aspects to the job that require experience and exposure to be able to progress. With this experience I have become more confident with solving problems and making informed decisions, so it’s important to be able to cope under pressure. I would also say strong communication skills are also required when working as a systems controller because you need to be in contact with all departments throughout the day to ensure operations are moving smoothly and to be able to tackle any issues as soon as they appear.