



<b>Job Title:</b>	Driver – Class 1 HGV
<b>Department:</b>	Transport
<b>Base Location:</b>	Tewkesbury
<b>Relationships:</b>	Transport Team, Customers and Internal Departments
<b>Responsible to:</b>	Transport Supervisors and Fleet Logistics Manager

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## The Team Cotteswold Purpose:

**Being at the heart of a responsible and sustainable dairy community**

## JOB DESCRIPTION

### Overview:

Delivering excellent customer service, this skilled driving role within the distribution chain involves night working to include weekends and bank holidays. Dependent upon the destination, general start times are 2000 to 0300; and you will be responsible for the safe, timely and accurate delivery of customer orders to wholesale and bottled milk buyers. This is a physical role which requires responsibility for daily vehicle checks, health and safety within the workplace as well as safely carrying out manual handling tasks such as the loading and unloading of products whilst lone working

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### Main Duties & Responsibilities:

- Drive and operate at all times according to legislative requirements, considering local environments and communities so as not to cause unnecessary noise or traffic jams. Maintain excellent personal hygiene standards in line with company and customer expectations
- Report any vehicle or equipment malfunction defect or breakdown as soon as possible following authorised company procedures
- Report any accident or incident as soon as it is safe to do so, participating fully in any investigation as required. Immediately report to your manager any change in licence category including disqualification or convictions
- The unloading of delivery vehicles at customer sites, and the responsibility to check all customer orders are present, accurately placed and secured safe for travel. Ensure that the correct loading and handling equipment is carried and correctly used including load straps, restraining bars, sack trucks, dragging hooks and trolleys
- Represent Cotteswold Dairy when at work by building, developing and maintaining positive business relationships. Strictly adhere to health and safety, food hygiene, data protection and standard operating procedures at all times



- Maintain the vehicle in a clean condition including the cab, cargo area and external areas
- Deliver products to the customer at the agreed time and location, ensuring that all agreed security procedures and practices are safely and accurately managed. This may include, but is not limited to: deactivating and reactivating of alarms; opening and securing doors and gates; entering or leaving any secured area; management of keys and other security devices; and maintaining the confidentiality of lock PINS and alarm codes
- Collect payments, where agreed with customers, ensuring that any money is discreetly collected and secured within the vehicle cab at all times. Secure all customer keys, fobs and vehicle keys in the designated area
- Ensure that all customer information, order details, quantities and amendments, payments and specific requirements are accurately input to and downloaded from hand held units, electronic, or manual data capture systems
- Collect empties from customer location for return to depot; while making certain that any returned stock requiring refrigeration is left in a temperature controlled environment, whether returned to depot storage or within a functioning vehicle
- Cover of holiday and sickness periods as needed
- The carrying out of any other duties as reasonably requested by your supervisor or manager

## **Skills (Essential):**

- A full UK driving licence Category CE or above, with minimal penalty points and a driver CPC card (All licences will be checked and training may be provided or required, subject to a training agreement)
- A digital tachograph card
- The ability to communicate effectively including dealing directly with customers and co-workers
- An eye for detail to ensure accuracy and precision, being methodical with strong analytical skills, and a commitment to seeing tasks through to completion
- Excellent time management, demonstrating the ability to effectively work alone using your initiative; and as part of a wider team with a positive 'can do' attitude
- Comfortable with night duties and early morning starts, and the flexibility to work shifts

## **Skills (Desirable):**

- Experience of the dairy industry, similar delivery or retail business
- Experience with electronic handheld units (although full training will be given)
- Forklift truck licence