



<b>Job Title:</b>	Relief Roundsperson
<b>Department:</b>	Cheltenham
<b>Base Location:</b>	Cheltenham
<b>Relationships:</b>	Customers and Internal Departments
<b>Responsible to:</b>	Depot 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 dynamic role involves ensuring that all vehicles are correctly loaded to fulfil customer orders, that the deliveries are made on time and in full and that all operations are carried out in a manner that ensures safety and legality at all times. The role will cover all scheduled breaks and holidays for delivery drivers as well as emergency absence cover. All working shifts and patterns will be communicated in advance.

### Main Duties & Responsibilities:

- Drive and operate at all times according to legislative requirements.
- Report any vehicle malfunction or breakdown as soon as possible using authorised company procedures.
- Ensure that the correct loading and handling equipment is carried and correctly used including load straps, restraining bars, sack trucks, dragging hooks and trolleys.
- Report any defective equipment for replacement.
- Load delivery vehicles according to customer orders ensuring that all loads are secured and safe for travel.
- Liaise with vehicle loaders to check loads prior to dispatch to ensure that all customer orders are loaded.
- Deliver products to the customer at the agreed time and location.
- Collect empties from customer location for return to depot.

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- Manage keys and other security devices including lock PINS and alarm codes securely and confidentially.
- Ensure that any security procedures agreed with customers including deactivating and reactivating alarms, opening and securing doors and gates or entering or leaving any secured area requirement to enter customer premises is managed at all times.
- Consider local environments and communities when carrying out deliveries including not causing unnecessary noise or traffic jams.
- Collect payments as agreed with customers ensuring that any money collected is discreetly collected and secured within the vehicle cab at all times.
- Represent the Company when at work and work to build and develop customer business relationships.
- Ensure that all customer details including order details including quantities and amendments, payments and specific requirements are correctly entered onto the electronic or manual data capture system.
- Ensure that all customer information is correctly inputted and downloaded from and to hand held units if used.
- Ensure that any returned stock requiring refrigeration is left in a refrigerated environment whether returned to depot storage or within a functioning vehicle.
- Work according to company H&S, food hygiene and standard operating procedure requirements at all times.
- Immediately report to your Manager any change in licence category including disqualification or convictions.
- Report any accident or incident as soon as safe to do so, participating fully in any investigation as required.
- Maintain the vehicle in a clean condition including cab, cargo area and external areas.
- Ensure that all keys including customer keys, fobs and vehicle keys are securely stored in the designated area.
- To deliver and support promotional marketing content as deemed necessary by the company.
- Understand and comply with the Company's Health and Safety Policy statement.
- To carry out any other duties as reasonably requested by your Supervisor or Manager

## **Skills (Essential):**

- The capability and willingness to adapt to changing work patterns at short notice.
- An in depth knowledge of all aspects of multiple delivery routes.
- A full UK driving licence with the correct vehicle classification for the vehicle driven.

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Registered Office: Cotteswold Dairy Ltd Dairy Way Northway Lane Tewkesbury Glos GL20 8JE  
Telephone 01684 298959 Facsimile 01684 274994 Website [www.cotteswold-dairy.co.uk](http://www.cotteswold-dairy.co.uk)  
Registered in England No. 447327

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- A full and valid Certificate of Professional Competence (CPC) qualification.
- Familiar with multiple routes to ensure an efficient and seamless transition.
- The ability to communicate effectively.
- Methodical with strong analytical skills.
- Accurate with an attention to detail work ethic.
- The ability to effectively time manage.
- A 'can do' attitude with a commitment to seeing tasks through to completion.

## **Skills (Desirable):**

- Multi-drop experience
- Experience of the dairy industry or similar retail business

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