



Job Title:	Class 2 Driver
Department:	Hereford
Base Location:	Hereford Depot
Hours:	48 hours per week (rostered averaged) – Sunday to Saturday
Relationships:	Customers and Internal Departments
Responsible to:	Depot Manager
Direct Reports	None

JOB DESCRIPTION

Established in 1938, Cotteswold Dairy is one of the UK's leading independent family-owned dairies. We support local farmers and communities by delivering the freshest, finest quality products and first class customer service

Team Cotteswold:

At Cotteswold Dairy we recognise that we will achieve far greater success working as a team with empathetic people management and valuing each other, our staff and our customers

The aim of 'Team Cotteswold' is to give a disciplined and determined effort to value everyone and everything, and as a consequence make the Company the first preference for employees and customers alike over the long term

The Team Cotteswold Purpose:

Being at the heart of a responsible and sustainable dairy community

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

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
- 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

Purveyors of **Quality Products** with **First Class Service**

- Assist in the loading of delivery vehicles, and liaise with depot loaders 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

Skills (Essential):

- A full UK driving licence Category C or above and a driver CPC 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

Skills (Desirable):

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