

Senior HGV Driver

Brand: Matthew Clark **Job Family:** Logistics
Report To: Transport Manager **Sub Family:** Logistics

Purpose

To manage the Transport Operation (Drivers / Mates) on a day to day basis, maintaining the highest customer services requirements and H&S standards at lowest delivery costs.

The role will consist of ensuring all crews depart on time in full, followed by deliveries being made throughout the area. The role will be a split requirement of 50% office based ensuring crews and vehicles depart on time in full, and ensuring all issues are dealt with accordingly. A further 50% carried out on the road delivering to accounts and carrying out Drop Risk Assessments.

Core Accountabilities

- To assist with the loading and unloading of vehicles according to depot working practices.
- To assist drivers in delivering orders to customers in a courteous and efficient manner as tasked.
- Direct the driver whilst manoeuvring at customer premises.
- To assist drivers in recording, deliveries, collections, returns, shortages and empties accurately.
- Assist the driver in locating customer premises by map reading or experience.
- To assist drivers as required. (If accompanying Agency/Temp drivers, to be responsible for all paperwork and cash collection in accordance with SOP's).
- To comply with all company health and safety policies and current legislation whilst at work at all times.
- Adhere to all training guidelines
- To act as the point of contact between the depot and customer services as and when required.
- To be contactable whilst on deliveries at all times via the allocated company mobile phone.
- To be responsible (in conjunction with the driver) for ensuring that the vehicle cab and load space are kept clean at all times and that the load space is emptied at the end of each working day.
- In conjunction with the driver, to ensure that loads are maintained in a safe and stable manner so as to minimise the possibility of damage to stock or injury to persons.
- To ensure all crews and vehicles depart on time each morning.
- To ensure enough staff are available to carry out the day to day workload by managing absence and replacing with agency staff if required.
- To ensure all staff have the appropriate PPE prior to leaving the depot.
- To ensure all staff follow the appropriate Health and Safety requirements for the depot.
- To ensure all replacement staff have received the appropriate training prior to departing the depot.
- To be able to switch vehicles and drops whilst still considering the depot's on time requirement.
- To deliver Class 1 loads to wholesalers and Third Party contractors when required.
- To carry out drop risk assessments when required.
- To be used as a plan B driver or mate if all other avenues have been exhausted.
- To Cover Assistant Transport Controllers position during holidays and sickness.
- To carry out return to work interviews with returning employees after absence.
- To ensure all drivers carry out daily vehicle and equipment checks, and ensure any immediate defects are rectified.
- To assist customer Care and Sales by informing them of any failed deliveries.
- To be a communication point for all crews, sales and customer care personnel ensuring all issues raised are dealt with accordingly.
- To arrange courier deliveries and ensure purchase orders are raised.
- To liaise with all vehicle maintenance suppliers to ensure defects and service requirements are met.
- To deliver daily drops in a range of vehicles Inc (Class 1, Class 2 a small van and an 8.3 ton vehicle) ensuring all deliveries are made on time in full when required.

KPIs

- All deliveries leaving the yard on time in full.

- Senior driver deliveries being made on time in full.
- Drop risk assessments carried out as per the required standard.

Key Relationships

Internal

- Matthew Clark Drivers and Drivers mates
- Matthew Clark Customer Care Department
- Matthew Clark Telesales Department
- Matthew Clark Sales Teams

External

- Agency Drivers and Mates
- Commercial Fleet Services
- Central Bodycraft
- Courier Companies
- All vehicle related contractors

Experience, Skills and Knowledge

- Basic Computer experience (Excel, Word, Lotus)
- JDE Knowledge (Desirable but not necessary)
- Strong problem solving skills
- Good customer and local knowledge
- Experience in managing a team
- Experience in multi drop deliveries

Qualifications & Education

Class 1 HGV Licence (Ideally)

Our Values

Passion

We tackle challenges and opportunities with passion and enthusiasm. Across the business we have fun whilst we do it.

Agility

We are always flexible to the needs of the business. Our people generate innovative ways of working. In return our leadership embrace new ideas and opportunities.

Team Work

We work as one team to achieve a common goal. We support our customers, our retail Franchisees and each other.

Customer Focus and Excellence

We make a difference by going the extra mile for our customers and each other.