

Job Description : Transport Operator

Job Title : Transport Operator.

Reporting to : Transport Team Leader.

Hours of work : Rotating shifts around core business hours. Flexibility is essential.

Internal Relationships : All departments.

External Relationships : Customers, sub contractors and logistics suppliers.

Primary Function :

To meet and exceed the team's objectives. Ensuring high standards of customer service and legal compliance at all times.

Transport Objectives :

- Customer Experience. Polite, courteous, respectful and helpful.
- Presentation. Smart, clean and professional.
- Deliveries/Handling. Careful, accurate and respectful of each and every item.
- Safe and Legal. Accurate and compliant with Hours, Tachographs, Driving awareness, Health and Safety etc.
- Market information. Internal feedback of any relevant information to contribute to continuous improvement of company service and performance.
- Cost. Continuously monitor, investigate and manage most cost efficient methods of delivering all items as required in line with customer and company expectations and needs.
- Assist with general ad-hoc duties necessary to aid the smooth operation of the department.

Person Profile :

- Excellent verbal and written communication skills.
- Excellent numerical and IT skills.
- Excellent organisational skills.
- Pays attention to detail and focused on accuracy.
- Good team player.
- Good geographical knowledge.
- Previous Transport experience.
- Remains calm under pressure.

Responsibilities :

- Complete 'Logistics Goalkeeper' duties and liaise with all departments regarding problem orders for the following day.
- Prepare all distribution paperwork for the following day and ensure that it is passed on departmentally in a timely manner.
- Operate Optrak (Transport Routing Software) and plan a Logistics solution for the following day's consignments ensuring that legal compliance is maintained and vehicle efficiency maximised. Continually update Optrak settings to improve output.



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- Maintain communication with drivers to ensure that the current days plan is realised.
- Complete driver debriefs on return ensuring that all paperwork and vehicle issues are dealt with appropriately. Ensure that all Daily Vehicle Check Sheets are completed in line with procedure and filed appropriately.
- Ensure drivers and sub-contractors are given full instructions for the following days plan. A start time must be recorded for all CDA drivers.
- Monitor advance driver resource and book Agency cover as appropriate.
- Check and confirm all Transport invoices before passing them to the Logistics Manager for authorisation.
- Deal with Fleet insurance as required.
- Attend to Trade Counter customers as required.
- Maintain communication and paper flow between The CDA Group Ltd and vehicle maintenance providers regarding vehicle maintenance and legal compliance.
- Ensure all Service Inspections and MOT's are booked in line with interval requirements.
- Monitor fuel usage and MPG's for all fleet vehicles and highlight any concerns to the Transport Team Leader.
- Ensure emergency breakdown recovery for the CDA fleet is up to date.
- Ensure TfL CC Fleet Management is kept up to date.
- Monitor Tyre Contract and ensure that all vehicles are maintained and checked in line with current Road Transport Regulations.
- Ensure all defects are reported immediately and remedial action recorded and auctioned in line with procedure.
- Maintain the CDA Fleet Monitor ensuring that all information and vehicle stats are constantly updated.
- Maintain legal compliance and high maintenance and safety standards with the CDA fleet to include cars and vans as well as those operated under the CDA Operators Licence.
- Investigate all RTA's and ensure that all forms are completed in accordance with insurance requirements. Deal with all Fleet insurance issues as required by Transport Team Leader. Maintain weekly communication with Insurers regarding additional vehicles for the previous week.
- To support the Transport Team Leader with the efficient running of the Transport Operation and help ensure that all cost, quality and performance targets are achieved.
- Review and ensure compliance of all Transport SOP's.
- To continually enhance and develop the transport operation in all areas.
- To action any other elements to fulfil the operational needs of the business
- Any other reasonable duties as allocated by the Logistics Manager or Company Director.

