



## JOB DESCRIPTION

Job Title	Driver (HGV)	Department	Branch
Reporting to	Branch Manager	Location	Branch

### Overall Objective

To successfully execute the delivery/collection of Company goods, with a flexible approach and a positive customer-focus. The job holder will enhance the Company reputation for best in class service.

The Driver will participate in the effective and efficient running of the branch. This will involve the job holder to maintain the best level of service to both new and existing customers.

As a Driver you should be able to rise to any new challenges presented by our product mix. The job holder should be a passionate individual who can communicate effectively to deliver a professional service. Building trust with customers and suppliers is key, as is an eye for detail to investigate and resolve problems.

The job holder will be loading and unloading the vehicle adhering to company safety guidelines at all times to ensure everyone is kept safe.



Main Roles & Responsibilities	Core Competencies
<p>A HGV Driver will be expected to perform any of the following tasks:</p> <ul style="list-style-type: none"> <li>• Adhere to the DVSA and E.U Drivers hours Legislation and Regulations and to ensure the accurate completion of Tachograph procedures.</li> <li>• Ensure that the daily checking and reporting procedures regarding vehicle maintenance are completed and all defects are reported to management team immediately.</li> <li>• Ensure the safety and security of the load as well as straps and bearers.</li> <li>• Ensure customer service is delivered to a best in class standard and be courteous to all road users.</li> <li>• Ensure that goods transported arrive in good merchantable condition.</li> <li>• Ensure Health &amp; Safety policy and H&amp;S regulations fully observed.</li> <li>• Supervising the safe unloading of goods and ensuring that the correct procedures are completed in respect of despatch paperwork.</li> <li>• Other reasonable duties as arising, as specified by the management team.</li> </ul> <p><b>Education/Qualifications/Experience:</b> Must have a good level of education e.g. relevant City &amp; Guilds, NVQ, and/or equivalent qualification as appropriate for the role. At least 2 years' experience driving heavy goods vehicle and relevant experience of moving large goods between depots, ports, etc.</p> <p>A theory and practical assessment will be required and DVLA licence check carried out.</p>	<ul style="list-style-type: none"> <li>• Ensures accountability</li> <li>• Action orientated</li> <li>• Communicate effectively</li> <li>• Customer focus</li> <li>• Interpersonal savvy</li> <li>• Manages Conflict</li> <li>• Being resilient</li> <li>• Drive results</li> <li>• Demonstrates self-awareness</li> <li>• Self-development</li> </ul>
	Job Specific Skills
	<ul style="list-style-type: none"> <li>• Customer Focused</li> <li>• HGV Licence</li> <li>• Full CPC and Digi Card</li> <li>• HIAB Licence (Hook &amp; Grab preferred)</li> <li>• Knowledge of current Health &amp; Safety legislation</li> <li>• Good communication skills</li> <li>• Full Clean Driving Licence (Preferred)</li> </ul>