

HGV Driver/Warehouse Operative Job Description

Company Background

Encon Insulation & Nevill Long is the leading independent UK distributor of thermal and acoustic insulation, interior systems, fire protection, construction products, roofing, and external façade materials.

As the Distributor of Choice, we take pride in providing the highest level of service and support. We have around 600 employees, with specialist teams dedicated to our key market sectors, and we work hard to add value to every project.

The Role

As an HGV Driver/Warehouse Operative, you will be responsible for the transport and delivery of goods to customers in a safe and timely manner, always providing a high level of professional front line customer service.

Driving professionally with competent knowledge of Road Traffic Law is a must, demonstrating consideration towards other road vehicles and vulnerable road users at all times. As a HGV Driver, you must ensure compliance with the DVSA Regulations (Driver and Vehicle Standards Agency) and vehicle security.

You will report directly to the Transport or Operations Manager.

Key Relationships

Internally – Transport or Operations Manager and branch employees.

Externally – Customers, the General Public, Other Road Users, The DVSA, Traffic Police.

Candidate Requirements

Behaviours:

- Customer focused
- A team player
- Flexible with a 'can do' attitude
- Good communicator
- Professional
- Detail conscious
- Results driven
- Proactive

Skills & Experience:

- Professional driving experience with a valid HGV driving qualification C or C+E, Moffett Licence, Digital Tachograph Card, Driver CPC card.
- Health and safety aware
- Warehouse experience
- Numerate and literate

Key Responsibilities

Customer Service and Performance:

- Verify delivery instructions, plan routes accordingly and meet delivery schedules.
- Check the vehicles are loaded in an organised and efficient methodology in line with deliveries.
- Ensure on arrival the delivery is safe to make and respect Customer's premises.
- To undertake checks at point of delivery to ensure the customer's order is correct, agrees with the delivery paperwork and is in good condition.
- Check goods off with customer in line with paperwork, noting any errors/returns accordingly.
- Obtain customer signature or branch signature for internal branch transfers.
- Report any road/bridge restrictions or any other delivery problems to the Operations Manager.
- Follow procedures for securing the premises, vehicle, stock and cash.
- Securing vehicles and removing keys from cabs at all times.
- Any theft or likelihood of theft to be reported to the Operations Manager immediately.
- Support to the branch with picking, packing, stock checks, loading & housekeeping duties as required.
- Courteous, polite and professional to all customers, colleagues, the public and other road users.
- Accepting of any changes in the delivery schedule to accommodate customer requirements.
- Checking the customer is satisfied with the delivery/goods and providing feedback to the branch if required.
- Any sales leads/opportunities to be passed back to the Operations Manager on return to the depot.
- Ensuring a high level of product knowledge.
- Labelling and cataloguing of goods as required, as well as booking goods into using Encon systems.
- Picking goods accurately from order documentation.
- Securely packing and labelling goods going out to customers and other branches.
- Advising of shortages or low stock levels when appropriate.
- Participates in stock takes as required.
- Promotes a high level of customer service by ensuring correct materials are provided efficiently.

Compliance:

- Drive the vehicle safely and professionally at all times in accordance with the Law.
- Drive within the EU Regulations - Tachograph, Drivers' Hours Limits and the Working Time Rules.
- Inspect vehicles for mechanical items and safety issues daily and on-going throughout the day.
- Report defects immediately to the Operations Manager for rectification.
- Be aware of the vehicle inspection rota for servicing & MOT in line with the Operator Licence requirements.
- Supervise the loading of the vehicle to ensure products are safely loaded within the weight limits and secured.
- Observe Health & Safety regulations in the loading areas and Customer premises.
- Wear personal protection equipment (PPE) at all times.
- When using the Harness Restraint System ensure there are additional personnel in the vicinity.
- Be adaptable and have the foresight to handle unexpected situations (traffic, weather conditions etc).
- Report all driving convictions/offences, parking tickets, fines to the Operations Manager.
- Report all near miss incidents, accidents, vehicle damage, road-side stops etc to the Operations Manager.

- Report accidents as soon as possible following the incident in line with company's accident procedure.
- Retain all fuel, toll receipts etc complying to the directive from the Operations department.
- Display the Operator's Licence Disc, FORS Accreditation and Vulnerable Road User stickers on the vehicle.
- Safely and with the correct Licence, operate a Moffett MOUNTY fork truck for loading/off-loading (Stage 2).
- Attend essential training in order to carry out the Driver role.
- Take ownership of own Driver Medicals as required.
- Ensure familiarity with Health and Safety rules and regulations, and understand your responsibilities as an employee, in respect of health and safety, are carried out in full.
- Unload vehicles safely, using appropriate equipment i.e. fork lifts to designated loading areas.
- Put goods away using appropriate methods of transport e.g. fork lifts, WMA in designated areas.
- Carry out requirements of Environmental waste streaming in a timely manner.
- Safely load goods onto vehicles, ensuring that the relevant paperwork is completed and included.
- Adhere to all company policies and procedures including the Company Dress Code and Standards of Performance.
- Adhere to the Company Health, Safety and Environmental Policy.
- Any other duty reasonably requested by management.

This list is not exhaustive and may be subject to local variation.

Standard Terms, Conditions and Benefits

Working Hours	42.5
Overtime	Discretionary
Notice Period	1 Month
Holiday Entitlement	23 Days
Encon Work Save Pension	Yes
Life Assurance Plan	Yes
Bonus Scheme	Yes