

Job description

Job title:	LGV Driver
Reporting to	Head of Operations and Delivery
Salary:	£23,005 per annum
Hours:	37.5 hours per week (operating hours between 7.30am - 8pm depending on shift pattern, potential for evening shifts or weekend work)
Terms:	Initial six-month contract with scope for extension, 25 days annual leave (exc. Bank Holidays), 5% pension contribution

Circumstances:

- The role is based at Unit 4, Little Ann Street, St Judes, Bristol, BS2 9EB, but is subject to working at other FareShare and partner locations across the South West.
- There will be flexibility with start and finish times as per need and driver regulations. Working hours will ordinarily be Monday to Friday 08:00 until 16:30. Some evening or weekend work may be required.

About FareShare South West:

FareShare South West (FSSW) is part of the national FareShare UK (FSUK) network of surplus food redistribution charities.

We fight food poverty by tackling food waste. We source quality surplus food - from food retailers, manufacturers, and suppliers - engaging volunteers to redistribute to local charities and community groups that provide meals to vulnerable people (individuals who are homeless, unemployed, socially isolated, recovering from addictions, etc.). Our food is a vital lifeline for children and families, people on low incomes, people who have lost their jobs, the homeless, refugees, domestic abuse survivors, the elderly, and keyworkers.

Purpose of the post:

You will drive across Bristol and the region to ensure that quality surplus food is collected from food partners or delivered to frontline groups. Predominantly in our new 7.5T truck, but also in 3.5T vans as appropriate. This role sits in the operations team and will have responsibility for collecting/delivering surplus food both on schedules and short notice. Your timely collection and delivery will ensure that more surplus food can be distributed on to charities and community groups.

The successful candidate will work closely with the Head of Operations and Delivery, Fleet Coordinator, Food and Logistics Manager, and FSUK Supply Chain and Logistics team to ensure our partners receive excellent operational support and customer service.

The successful candidate will collect surplus food from partners, deliver to the right regional centre and work with colleagues to get food from A to B as quickly and quickly as possible. We are looking for an organised, passionate person who is looking for an impactful role. If you're an experienced driver excited about working in the charity sector, please apply now.

Duties & Responsibilities:

Food collection and customer service

- Provide excellent customer service to food partners in person and by phone, offering a highly professional impression of the charity in a friendly manner.
- Adhere to all laws and working time regulations e.g. payload limits.
- Collect stock offered from the food industry and delivering it to Regional Centres in a timely fashion, communicating ETAs.
- Maintain records of collections and allocations e.g. provide paperwork and temperature readings to the warehouse manager on delivery. Follow FSSW's goods in procedures including liaising with suppliers, completing relevant paperwork and using inhouse software.
- Provide regular updates when arriving at each new stage in the schedule.
- Identify any barriers or opportunities and feedback any developments or challenges e.g. delays, maintenance concerns, instruction errors.
- Ensure deliveries follow the assigned order, the routes are planned appropriately in the given timescale and all delivery windows are met safely.
- Highlight and respond quickly to any anticipated delays or difficulties, using problem solving skills to mitigate any unforeseen circumstances e.g. taking breaks while queuing or changing the order of collections through liaison with the Operations Team.
- Ensure the quality of the product delivered is accurate against notes, making detailed visual inspections and flagging any concerns or discrepancies before the vehicle is loaded.

Warehouse engagement

- Provide excellent customer service to the regional centres in person and by phone.
- Relay feedback from food partners and regional centres to the Operations Team and support them to make continuous improvements.
- Support general warehouse operations between driving activities as appropriate.

Supplier engagement

- Respond quickly to any concerns or opportunities that partners bring to your attention, ensuring they are escalated appropriately.
- Strengthen existing relationships by providing a reliable and friendly service.

- Ensure volumes of surplus food continue to be provided by satisfying any health & safety/operational requirements of food partners and informing the Operations Team if an appointment cannot be kept.
- Identify problems that are likely reoccur and work with the Operations Team to develop solutions.

Vehicle maintenance and compliance

- Ensure the vehicle is properly maintained to a high specification.
- Co-ordinate proper vehicle servicing, cleaning and record keeping with the Fleet Coordinator.
- Operate according to the FareShare HACCP Food Safety Manual.
- Support the Warehouse Manager and Fleet Coordinator to ensure compliance with relevant Food Hygiene, Health & Safety, and other standards applicable to FareShare premises, vehicles, refrigeration equipment, staff, and volunteers.
- Undertake relevant training in Food Hygiene and Health & Safety as required.

General

- Respond to/answer any enquiries/communications via telephone, email, in person or via inhouse IT/systems.
- Carry out any other duties that may reasonably be required in support of the main purpose of the role, including liaising with the wider FSSW team.
- Uphold high quality customer care and standards of conduct when dealing with all stakeholders and the general public.
- Assist with fork-lifting where appropriate.

This position will involve handballing and lifting with the provision of lifting equipment.

You may be required to complete other duties as requested to suit the needs of the charity.

Person Specification

Essential knowledge, skills, and experience

- Full clean UK driving licence with a 7.5 ton / C1 class licence entitlement
- A valid DQC (CPC card) and digital tachograph card
- Physically capable as lifting will be involved
- 1 year's experience as a 7.5 ton driver
- Experience and knowledge of adhering to health and safety standards within a driving and warehousing operation
- Strong customer service and communication skills
- Positive and professional attitude
- Prompt and able to work independently
- Good navigation skills/general geographic knowledge
- A clear commitment to the ethos of FareShare South West, and to the agreed plans of the organisation, and able to positively contribute towards its achievement

Desirable knowledge, skills & experience:

- Experience in multi-drop driving
- Accredited forklift truck permit (counterbalance)
- Experience of working within a food operation
- Qualification in Food & Hygiene Level 2