

Job Description

Food Redistribution HGV Driver - Category C

Purpose of the Role

The HGV Driver plays a key role in FareShare South West's mission to reduce food waste and fight hunger across the South West. You will be responsible for collecting surplus food from suppliers and delivering it to our Bristol depots.

As an ambassador for FareShare South West, you will provide excellent customer service to food suppliers and work closely with our operations team to ensure food is transported safely, efficiently, and with care.

Key Responsibilities

Driving, Collection & Delivery

- Collect surplus food from food suppliers, farms, and warehouses across the region
- Deliver stock to our depot in accordance with delivery schedules
- Collect and deliver food waste to designated disposal or recycling outlets, and return trays, crates, pallets and other reusable equipment to suppliers, depots and partner organisations as required.
- Communicate proactively with the operations team about route issues, delays, or changes
- Carry out visual checks on all goods, highlighting any quality issues or discrepancies before loading

Customer Service & Representation

- Provide excellent service to all food suppliers, acting as a professional and friendly ambassador for FSSW
- Build positive relationships with suppliers
- Act as a point of contact between supplier sites, the food team and operations, escalating any issues as needed
- Build positive relationships with suppliers, provide feedback from suppliers and contribute to the continuous improvement of our logistics service

Vehicle Maintenance & Compliance

- Carry out daily vehicle checks and report any accidents, incidents defects and concerns
- Undertake minor vehicle tasks, including daily vehicle checks, topping up fluids, replacing bulbs and wiper blades, maintaining cleanliness standards, and reporting defects to ensure safe and efficient operations.
- Comply with all relevant driving laws and working time regulations, including tachograph use and payload limits

- Liaise with the Fleet Manager on vehicle servicing and repairs
- Follow FareShare South West's procedures for Food Hygiene, Health & Safety, and vehicle cleanliness

General Operational Support

- Support warehouse operations between driving activities, including loading, unloading, and occasional forklift use (if qualified)
- Undertake relevant training in Food Hygiene, Manual Handling, and Health & Safety as required
- Contribute to a positive, inclusive, and safety-conscious working environment