

My Role: LGV Driver (Ungraded)

My Manager: Transport Supervisor

My Purpose: Our Society enjoys the benefits of owning and operating its own Distribution Centre's which provide a consistent, smooth and uninterrupted supply of chilled and ambient products to our food store estate. As an LGV Driver you will join a team who work hard to ensure that goods are delivered to and uplifted from the correct point in a safe, timely and accurate manner, in accordance with all relevant legislation and internal procedures, whilst always striving to deliver excellent customer service standards.

What I do

Most of my time will be spent

- Goods are to be delivered in a safe manner to the agreed intake point at the store consistently delivering high standards to meet customer needs
- Any specific operating procedures relevant to the department must be followed and adhered to at all times
- Always adhere to road traffic laws and other transport legislation
- To comply with all Society Polices and Procedures
- To maintain high levels of Health & Safety and driving standards at all times
- To work efficiently and effectively as part of a team
- To achieve the targets and job standards set out by the Supervisor/Manager
- Be polite and courteous at all times treating internal and external customers with respect
- To be adaptable and flexible in your approach to work
- Keep all vehicles clean and tidy both internally (cab) and externally
- Always following correct operating procedures for Manual Handling Equipment
- To undertake any other ad hoc duties or projects as requested by the reporting manager

How I do it

Most of my time I'll show the following skills and behaviours

- Great customer service
- Good communication skills
- Patience and the ability to remain calm in stressful situations
- Attention to detail.

And most importantly:

- I'll show the Co-operative values and behaviours in all I do

When I get it right

- Legislative compliance
- Customer satisfaction
- Achieves key performance indicators
- Adheres to policies and procedures
- Flexible with working hours and days
- Enthusiastic approach to role
- Driving ability – to meet agreed driver standards

Who I'll interact with

- Retail customers
- Transport department
- Distribution management
- Members of the public

What I need

Essential

- Full UK driving license
- Minimum Category C on driving license
- Valid DCPC card and Drivers Digital card
- Previous LGV driving experience

Desirable

- (IAM) Institute of Advanced Motorists
- Tail-lift experience (column and under slung)
- Experience in multi drop deliveries
- Knowledge of Society's trading area

Values

Co-operation

Self Help

Self Responsibility

Democracy

Equity

Equality

