

Reports To	Transport Manager
Department	Traffic Office
Main Location	JWS Waste & Recycling Services Limited Westport House, 35 Frederick Road, Salford, Manchester M6 6LD
Main Duties/ Responsibilities	<ul style="list-style-type: none">• Maintaining high standard of service and delivery of exceptional customer service for a fleet of 35 plus LGV vehicles involved in collection of waste and recycle materials;• Ensure site security procedures at the opening/closing of office are followed;• 'On call' and 'night call out' duties as required;• Liaison between Customers, Drivers, Customer Service etc;• Assist with Routing, Driver Scheduling and ensure allocation of work on the most cost effective and efficient basis;• Uploading of jobs to Driver PDA (Handheld Tablets) and checking of Driver Schedules and Traffic Office Reports;• Driver Brief and Debrief throughout the working day;• Operation of Weighbridge and associated duties as required;• Analysis of vehicle tracking data;• Ensuring Company's absence/sickness procedure is adhered to and conduct Driver return to work interviews as required;• Ensure full communication between the members of the Traffic Office Team and other departments;• Monitoring via CCTV of Driver movements whilst on site• Booking of outgoing waste loads;• Correct handover at end of shift where applicable.
Education and Experience	<ul style="list-style-type: none">• Certificate of Professional Competence (CPC) or a willingness to work towards;• HGV Licence (or working towards but not essential);• Driver CPC Qualification (or working towards);• Good level of IT literacy - particularly covering Microsoft Outlook, Word and Excel;• Good general standard of education.
Key Competencies	<ul style="list-style-type: none">• Ability to multitask, provide direction, work efficiently and stay positive in a stressful environment, providing a good example to the team• Highly customer focused and people orientated individual who possesses excellent communication skills and is adept with dealing and conversing with people at all levels• Requires 100% commitment, drive and sense of humour• Supervisory skills

Hours of Work	<p>Because of the nature of your position, flexibility in hours of work is dictated by the requirements of the job; however, core hours of work in the Transport Section are 06:00 to 18:30 hours Monday to Friday and 06:00 to 13:00 hours on Saturday.</p> <p>In order that these hours are covered your start and finish time may vary but it is planned that your hours of work will rotate between two shifts Monday to Friday inclusive with an hour's break for lunch to be taken at times approved by your Line Manager:</p> <p>Rota 1: 06:00 to 15:00 hours Rota 2: 10:00 to 18.30 hours or 09:00 to 18:00 (dependent on business need)</p> <p>You will also be required to work on Saturday mornings on a rota basis. This will generally be no more than one Saturday out of every four (06:00 to 13:00 hours) as agreed with your Manager but you may also need to be flexible around this arrangement to cover for colleagues in the event of absence and holidays as we obviously need to ensure that we have adequate cover in the Traffic Office.</p>
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SIGNED:

DATED: