

ILG Driver

Purpose of role:

Working within a busy courier and freight division to provide our customers full support with their logistical requirements. You will be the customer facing representative, driving an ILG branded van on an allocated route collecting their daily consignments. The role will also include the movement of stock between our local warehouses as well as for our customers on an ad hoc basis

You will also need to be commercially aware, liaising with the Transport Coordinator and/or Warehouse management team to advise of potential sales leads on delivery routes. It will be your responsibility to communicate any service matters reported by our customers that may have an effect on their ILG experience.

The Transport Coordinator will advise you of your daily responsibilities and stock movements on your route which will be communicated via our Transport Management Application on a scanner/mobile phone that will be supplied to you. You will need to understand how goods need to be cared for in transit so that they arrive on time and in good condition. This will include shipping requirements to help assist our customers avoiding unnecessary delays. The role may also incorporate assisting other members of the Transport team in dispatching the collected shipments once back at the ILG depot, as well as assisting with regular 'Send' shipments for ILG's customers. During quiet periods you will be required to assist in the warehouse at the discretion of the relevant Warehouse manager/Section Manager.

Main responsibilities:

- Multi-drop collections including business and home addresses
- Daily inspection and safety checks on vehicles
- Maintaining a vehicle log to include services, repairs and general upkeep reporting any vehicle faults immediately to the Transport Coordinator or Operations Assistant
- Ensure your vehicle is presentable at all times inside and out.
- Reporting any driving offences or accidents in line with the ILG Driver Handbook Policy.
- Developing relationships with key stakeholders throughout the business
- Developing relationships with customers to ensure they are receiving a high level of service and report any issues to the Operations Coordinator and/or Customer Service & Operations Manager.
- To obtain electronic proof via Transport Management Application for all goods either delivered or collected by a third party carrier or non ILG employee, as well as internal stock movements
- To ensure the Freight/Loading bay is always kept clean and tidy
- Physical lifting and handling of parcels and equipment in accordance with the correct Manual Handling procedures.
- Attending staff meetings and training courses as required
- Behaving in a professional manner at all times and wearing the correct PPE and uniform provided.
- Ensuring the correct and accurate labelling of outbound consignments being presented to third party carriers.

- Accurate loading and unloading of consignments to third party carriers in a timely fashion to meet deadlines.
- Assisting the Transport Coordinator and/or Warehouse management team with regular 'Send' shipments. This may include the boxing up of stock, labelling and counting of items whilst using the correct Manual Handling procedures.
- When not operating in a driver capacity, you will be expected to assist the warehouse operations team in one of our warehouses.

Experience and Knowledge:

- Previous experience of successfully working in an operational environment
- Driving experience of multiple pick-ups
- Demonstrate experience of exceptional customer focus and strong organisational skills.
- Demonstrate knowledge of the courier and/or freight industry, associated shipping terminology and procedures.
- Previous experience of using a remote scanner/mobile phone
- Provide customers with basic knowledge of exporting to best serve their requirements and deadlines is desirable.

Skills and Abilities:

- Demonstrate professionalism when working under pressure to tight deadlines
- A willingness to do overtime and additional routes when the business requires
- Demonstrate the ability to respond to training effectively in an evolving industry
- Conversant with standard industry export paperwork and terms such as Commercial/Proforma invoice
- It is an occupational requirement that applicants have held a driving licence for more than 2 years and are 25 years of age or over. A clean licence is desirable and no more than 3 points is essential in order to comply with the terms of fleet insurance cover.
- Able to work as part of an operational team to ensure a clean floor policy and 100% accuracy in labelling and loading of shipments.