

Job Description for Driver/Warehouse Assistant

Job Title:	Driver/Warehouse Assistant
Responsible to:	Branch Manager
Responsible for:	No staff
Based:	Banbury Plumbing
Hours of work:	7.30am – 5.00pm (Monday to Friday) 08.00 – 12 noon (alternate Saturdays)
Job Purpose:	Drive a 3.5 tonne vehicle delivering goods to customers and assist in ensuring the smooth running of the warehouse

Driver Key responsibilities and accountabilities:

- Provide excellent customer service.
- Load the vehicle so that products are safely loaded and secured to minimise chances of damage.
- Ensure that the load is correct against the customers' orders.
- Ensure that on arrival the delivery is safe to make and respect customers' property; if in doubt, consult with customer and/or Warehouse Manager/Branch Manager, and use disclaimers if necessary.
- Check goods off with Customers and obtain signature and print.
- If any errors mark ticket accordingly and consult with Warehouse Manager/ Branch Manager, or Counter Sales Assistant as appropriate.
- Handle customer issues on delivery effectively and avoid getting over-involved in discussion. Contact Warehouse Manager/Branch Manager for assistance if required.
- Carry out multi-drop deliveries in a timely and safe manner.
- Drive the vehicle safely and in accordance with the law.
- Look after the vehicle and ensure that it is not subjected to any unnecessary damage.
- Maintain the cleanliness of the driving cab.
- Comply with fuel directives from the Operations Department
- Ensure accidents are kept to a minimum.
- Report any accidents as soon as possible and in compliance with the company's accident reporting procedure.
- Complete vehicle daily inspection sheet and give to Warehouse Manager/Branch Manager.
- Be aware of the vehicle inspection rota for servicing and MOT and bring to the Operations Department and Warehouse Manager's/Branch Manager's attention if necessary.
- Attend essential training in order to carry out the driver role.
- Load the vehicle so that products are safely loaded and secured to minimise chances of damage.
- Ensure that the load is correct against the customers' orders.
- Ensure that on arrival the delivery is safe to make and respect customer's property; if in doubt, consult with customer and/or Warehouse Manager/Branch Manager, and use disclaimers if necessary.
- Check goods off with Customers and obtain signature and print.

Warehouse Assistant Key responsibilities and accountabilities:

- Check loads against delivery notes and check against customer orders on screen. If all tally up, book in, including the locations, and manually write out labels to put on the products (order numbers and description).
- Ensure all returns have a debit note and supplier return attached, and consult with the Branch Administrator if the relevant paperwork is absent.
- Items to return to be stored in the supplier returns bay awaiting collection.
- On returns collected by the supplier, attach debit note to signed copy from supplier and pass onto the Branch Administrator.
- Go through all returns with the Branch Administrator on a weekly basis, so that any outstanding items can be chased accordingly.
- Pick loads in accordance with delivery notes.
- Produce customer paperwork using the computer system.
- Make sure the warehouse is kept tidy at all times.

Further responsibilities

- Adhere to all company policies and procedures, to include the Company Dress Code Policy, Standards of Performance Policy and Health and Safety Policy.

Person Specification

John Nicholls is a family run business that has been established for over 50 years. Whilst the company has expanded over the years with a current turnover of £40 million, the company's family values remain embedded within the organisation, always ensuring constant delivery in terms of both the quality of its products and its customer service.

Role specific person specification

- Must hold a valid UK drivers licence.
- Must be able to drive a 3.5 tonne vehicle.

Company person specification

- Committed to delivering the best possible customer service

Name of employee..... Signed.....

Date.....

Name of Manager..... Signed.....

Date.....