



Job Description

Job Title Transport & Operations Trainer

Department Transport & Operations

Dunsters Farm is a family run business that has been delivering to customers throughout the North since 1963. We are extremely proud of the people that work for us. As a small team, it is important that every member of staff plays their part, adapting quickly to ensure our customers get the very best service.

Main purpose of the job:

To help deliver goods safely and efficiently, providing excellent customer service. As the 'face' of the Company, it is essential that our drivers are polite, clean and presentable at all time and wear the correct uniform. As the Transport & Operations Trainer, your role is to ensure the maintenance of the highest standards across our driving team at all times. Your main responsibilities will be training new drivers and carrying out ongoing training with our existing team.

Main duties:

- To coach and train drivers in safe and fuel-efficient driving
- To train drivers the correct company delivery procedures
- To promote safety in the workplace
- To produce daily/weekly reports to the Transport & Operations Manager and the Directors
- To implement the driver training programme for new drivers
- To conduct new driver inductions
- To implement the ongoing driver training programme for existing driver
- Overall responsibility for training in the following areas:
 - Customer Service
 - Driver Style
 - Vehicle checks
 - Tacho usage
 - Re-fuelling
 - Vehicle cleaning
 - Tail-lift usage
 - Use of refrigeration
 - Manual handling (across transport and warehouse)
 - Driver Paperwork
 - All systems and processes including any new implementations (e.g. EPOD)
 - Cash-handling processes
 - Driver appearance and uniform standards
- To conduct regular driver assessments on a rolling basis
- To manage and keep up to date transport SSOW.

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- To conduct driver assessments after any accidents
- To investigate any driving incidents or accidents and report on them as necessary
- To report on fuel consumption
- To report on Driver KPIs
- To manage driver uniform and report to budget
- To conduct and manage all MHE training across the business including FLT and pallet truck training
- To provide cover for the Assistant Transport Manager
- To provide cover for the Transport Clerk and Transport Administrator as required
- To analyse and monitor driver performance
- Provide demonstration drives, illustrating that set targets are achievable
- Undertake all reasonable requests as asked by a Manager/Director
- Driving duties as and when required by the management team
- The job will also include all other reasonable related and administrative duties / tasks as may be required from time to time.

Skills and experience required:

- Valid and up to date CPC (essential)
- Class 2 licence (essential)
- ‘Can-do’ attitude
- Manual handling experience (desirable)
- Customer service experience (desirable)
- Foodservice delivery experience (desirable)
- FLT qualified – counterbalance and reach (desirable but can be provided)
- Good driving record and correct licence (essential)
- Good spoken and written communication skills
- A reasonable level of fitness
- The ability to complete training records and paperwork
- Food Hygiene Training Course (training will be provided)
- Swords ERP system competency (training will be provided)
- Fleetmatics Telematics usage (will be provided)

Responsible to:

Assistant Transport and Operations Manager
 Transport and Operations Manager

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