# Driver’s Mate

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| Brand: Report To:  | Matthew ClarkTeam Leader/Supervisor/Manager | Job Family:Sub Family:  | LogisticsLogistics  |

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| Purpose |
| To assist drivers in the delivery of orders to customer premises in a courteous and efficient manner. |
| Core Accountabilities |
| * To assist with the loading and unloading of vehicles according to depot working practices.
* To assist drivers in delivering orders to customers in a courteous and efficient manner as tasked and ensuring compliance with Optrak delivery schedules where applicable.
* Comply with all health & safety requirements including use of PPE at all times.
* Adhere to all training guidelines
* Direct the driver whilst manoeuvring at customer premises.
* To assist drivers in recording, deliveries, collections, returns, shortages and empties accurately.
* Assist the driver in locating customer premises by map reading or experience.
* To assist drivers as required. (If accompanying Agency/Temp drivers, to be responsible for all paperwork and cash collection in accordance with SOP’s).
* To comply with all company health and safety policies and current legislation whilst at work at all times.
* Adhere to all training guidelines
* To act as the point of contact between the depot and customer services as and when required.
* To be contactable whilst on deliveries at all times via the allocated company mobile phone.
* To be responsible (in conjunction with the driver) for ensuring that the vehicle cab and load space are kept clean at all times and that the load space is emptied at the end of each working day.
* In conjunction with the driver, to ensure that loads are maintained in a safe and stable manner so as to minimise the possibility of damage to stock or injury to persons.
* To undertake general depot duties as requested.

KPIs* Stock breakages
* Company & Depot standard KPIs
* OTIF
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| Key Relationships  |
| Internal * Depot Management and staff

External* Customers
* Members of the public
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| Experience, Skills and Knowledge  |
| * Aged 18 due to environment
* Demonstrable good communication skills
* Must have the ability to work in a team.
* Must be physically able to complete all assigned work efficiently.
* Must possess time management skills and be able to meet targets.
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| Qualifications & Education |
| GCSE Maths & English preferred. |