



JOB DESCRIPTION

Job Title **Driver**

Department **Distribution**

Location **Park Royal, London**

Overview of role

The Driver is responsible for delivering orders to customers, and make collections as directed by the Dispatch team.

Duties & responsibilities

- Act as an Ambassador for Enotria&Coe at all times
- Receive a list of deliveries daily and complete the route in accordance with the Paragon route plan or in the most efficient order should this be unavailable, ensuring at all times that all timed delivery 'windows' are adhered to
- Load orders on to the vehicle once checked
- Secure all products in the vehicle and drive in a manner that minimises the risk of damages
- Always drive safely, responsibly and in accordance with the law when driving for the Company
- Deliver orders to customers promptly at the place of delivery as instructed by the customer
- Check each delivery with the customer and confirm any discrepancies
- Ensure the customer completes appropriate paperwork as proof of delivery of the order
- Account for all returned items when returning to Park Royal and ensure that the correct accompanying paperwork is completed accurately and in full
- Ensure that personal dress and vehicle cleanliness are of a high standard that is consistently maintained
- Carry out Warehouse duties in line with training and experience as and when required
- Update the Dispatch team and relevant salesperson of any issues or problems relating to their customers promptly and provide as much information as possible
- Review and feedback any issue which affects the day's deliveries being completed as soon as an incident occurs
- Work such overtime as may reasonably be requested by the Company to ensure maximum efficiency
- Assist other Drivers when required in the delivery and storage of goods
- Exercise care and attention in the execution of all duties in accordance with the Company rules and health and safety requirements which shall be displayed and/or communicated from time to time
- Aim to deliver great customer service at all times
- Follow any reasonable instructions given by the Transport management team



Person Specification

	<i>Essential</i>	<i>Desirable</i>
Qualifications/ Training	<ul style="list-style-type: none">• Ability to communicate effectively• Great customer service skills• Good basic education• Good level of Maths and English• Full clean driving licence (or equivalent with appropriate authorisation)• Knowledge of the UK Driving Hours legislation	
Knowledge/ Experience	<ul style="list-style-type: none">• Worked in a warehouse and distribution environment before	<ul style="list-style-type: none">• Experience in the drinks trade• Experience of distribution and route planning
Skills/ Abilities	<ul style="list-style-type: none">• Good team player• Self-starter who can operate without direct supervision• Good verbal and written communication skills• High level of accuracy, and attention to detail• Have the ability to physically handle items in excess of 20kg, for which training will be given	<ul style="list-style-type: none">• Systems and PC skills – Word, Excel, Power Point, e-mail and Internet