



Driver – Relief Roundsperson 3.5 tonne – Shropshire Depot (HR268)
Permanent, Full time (an average of 48 hours per week, over 6 days)
Includes nights and weekends

Established in 1938, Cotteswold Dairy is one of the UK's leading independent, family-owned dairies. We support local farmers and communities by delivering the freshest, finest quality products and first class customer service.

We have an exciting opportunity for an enthusiastic Relief Roundsperson with excellent customer service skills and a Cat B driving licence or above to join our Cotteswold family. We welcome Drivers with experience of and/or are happy with early morning starts with a passion to learn and develop.

As a representative of Cotteswold Dairy, Quality and Customer Service is at the core of this role. Some of the key duties include:

- Driving vehicles up to 3.5 tonne
- The on-time delivery of dairy and dairy related products to customers
- Cash collections and account balancing.
- To cover Holidays and sickness
- The operation of electronic handheld units for ordering and invoicing purposes.
- The loading and unloading of Company vehicles.
- Intensive multi-drop rounds
- Completing stock rotations
- Undertake any other duties considered essential for the effective operation of the Depot.
- Bank Holiday, night and weekend working

You will work on a rota basis over 6 days per week. This will therefore include weekend working. You will be working nights as rounds leave the Shropshire depot between 12.30am and 5am daily.

You will be a safe and courteous driver, have an eye for detail and have experience of delivering excellent customer service and building good customer relationships. You will have multi-drop experience.

We are committed to training and giving you the skills and abilities to carry out your role, providing progression and opportunities, allowing you to build a long term relationship with the Company. In addition to this, we offer:

- Competitive salary, enhanced by a driving bonus
- 30 days holiday inclusive of Bank Holidays
- Group Personal Pension Scheme – 4% Employer contribution
- Online employee benefits platform
- Cycle to Work Scheme
- Refer a Friend Scheme – potentially receive £250
- Employee shop – discounted products and potential free delivery
- Free car parking

For an informal discussion about the role, please contact the Shropshire Depot Manager on 01743 344494.

To download your copy of the accompanying Job Description, and to apply please visit www.cotteswold-dairy.co.uk, or email hr@cotteswold-dairy.co.uk to find out more.

On receipt of your application, we will collect your name, contact details and other relevant information for recruitment purposes. The information you provide will help us determine your suitability for any vacancy we have. We understand how sensitive this information is which is why we are committed to safeguarding any data we do collect.



Job Title:	Relief Driver (3.5T)
Department:	Shropshire Depot
Base Location:	Shrewsbury
Hours:	The position is based on an average of 48 hours per week, working unsociable hours.
Relationships:	Customers and Internal Departments
Responsible to:	Depot Manager
Responsible for:	None

JOB DESCRIPTION

Established in 1938, Cotteswold Dairy is one of the UK's leading independent, family-owned dairies. We support local farmers and communities by delivering the freshest, finest quality products and first class customer service.

Team Cotteswold:

At Cotteswold Dairy we recognise that we will achieve far greater success working as a team, with empathetic people management and valuing each other, our staff and our customers.

The aim of 'Team Cotteswold' is to give a disciplined and determined effort to value everyone and everything and as a consequence make the Company the first preference for employees and customers alike over the long term.

The Team Cotteswold Vision:

A well-managed business, with controlled profitable growth, that has an excellent reputation and is recognised as a place of opportunity where people are motivated to work.

Overview:

We have an exciting opportunity for an enthusiastic Retail Relief Driver with excellent customer service skills and a Cat B driving licence or above to join our Cotteswold family. We welcome Drivers with experience of and/or are happy with early morning starts with a passion to learn and develop.

Main Duties & Responsibilities:

- The main responsibilities and functions of this role include:
- The on-time delivery of dairy and dairy related products to regular residential customers
- Covering holiday and sickness periods
- The loading and unloading of Company vehicles
- Cash collections and account balancing
- The operation of electronic handheld units for ordering and invoicing purposes
- The taking of customer orders and building solid customer relations
- The selling and promotion of dairy products to maintain, promote and increase new and existing rounds
- The provision of excellent customer service
- The provision of a clean and presentable vehicle at all times
- Undertake any other duties considered essential for the effective operation of the Depot
- Any other duties as required by the Directors.

Cotteswold Dairy



Skills:

Essential:

- Strong organisational skills with professional and clear communications skills
- Ability to be flexible to changing situations
- Experience of delivering excellent customer service and building good customer relationships
- Positive attitude possessing high levels of commitment, motivation and flexibility
- Have an eye for detail to ensure accuracy and precision
- Good time keeping skills
- Comfortable with early morning starts
- Ability to work on own initiative
- Clean UK driving licence Cat B or above.

Desirable:

- Experience of the dairy industry or similar delivery, retail business
- Experience of electronic handheld units (although full training will be given)