



**Rounds Person, Cheltenham Depot (HR279)  
Permanent, Full Time (Night shifts)  
An average of 48 hours per week over 6 days  
Circa £19,800 - £22,500 per annum**

Cotteswold Dairy, a long standing family business with over 80 years' successful history, is looking for an enthusiastic and reliable individual to join the team at the Cheltenham Depot.

We have an exciting opportunity for an enthusiastic Rounds Person to join our Cotteswold family. The successful individual will deliver milk to our residential customers and enjoy building solid customer relations.

Some of the key duties included:

- The delivery of dairy and dairy related products to approximately 300 regular residential customers
- The collection of monies owed from customers
- The operation of electronic handheld units for ordering and invoicing
- The loading and unloading of Company vehicles

You will be reliable and confident and will engage with the team and communicate effectively. You will have experience of delivering excellent customer service and will the ability to work night shifts and weekends as rounds leave the Cheltenham depot between midnight and 4am, 6 days per week including Bank Holidays.

We are committed to ensuring development opportunities in your role, to enhance your skills and knowledge, to encourage you to fulfil your potential. In addition, we also offer benefits including:

- Competitive salary
- 38 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 Fred Tandy, Cheltenham Depot Manager on 01242 672426.

To apply please email your CV or application form, with a covering letter, to [hr@cotteswold-dairy.co.uk](mailto:hr@cotteswold-dairy.co.uk) .

*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.*

# Cotteswold Dairy



<b>Job Title:</b>	Rounds Person
<b>Department:</b>	Cheltenham
<b>Base Location:</b>	Cheltenham Depot
<b>Hours:</b>	An average of 48 hours per week over 6 days Shifts start from between midnight and 4am, 6 days per week including Bank Holidays
<b>Relationships:</b>	
<b>Responsible to:</b>	Cheltenham Depot Manager
<b>Responsible for:</b>	N/A

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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. The Rounds Person role is key in supporting this vision.

## **JOB DESCRIPTION**

### **Overview:**

The role is to deliver milk and dairy related products to regular residential customers.

### **Main Duties & Responsibilities:**

- The delivery of dairy and dairy related products to regular residential customers
- The collection of monies owed from customers
- The operation of electronic handheld units for ordering and invoicing
- 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 loading and unloading of Company vehicles
- Any other duties as required by management.

### **Skills (Essential):**

- Strong organisational skills with professional and clear communications skills

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- Experience of delivering customer service
- 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 operate on own initiative
- Full UK driving licence.

## **Skills (Desirable):**

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

## **Competencies:**

### **Problem Solving:**

- Pro-actively solve problems and issues, with creative solutions

### **Communication:**

- Strong ability to communicate at all levels in the organisation
- Excellent written and oral communication skills

### **Team Work:**

- Ability to work on own initiative
- A team player with a positive and flexible attitude
- Takes responsibility for personal development, and continued professional development

### **Planning & Organising:**

- Ability to plan day to day activities