



Job Description **Transport Manager – Salary Range 35-45k**

Reports to Managing Director

Main business responsibility

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- Working closely with the Managing Director and both the hire and sales teams to follow up customer enquiries and promote good customer service
- Responsible for the day to day operation of company lorries, working closely with the hire and sales teams and customers with regard timely deliveries and collections
- Prioritising work to ensure optimum routing of lorries to minimise costs whilst satisfying customer and site requirements, taking every opportunity for multi drop loads and backloads to maximise revenue per mile
- Making sure faults and breakages are repaired as quickly as possible and if necessary decisions to remove vehicles / equipment from service are made. Any queries about safety should addressed immediately
- Managing our team of drivers maximising their potential to benefit the performance of the transport department
- Responsible for meeting all responsibilities required under operators licencing obligations (including tachograph records / downloads, maintenance records, working time directive, and driver's records) for all lorries.
- Working with all our people and customers in accordance with the companies vision, mission and culture statements
- Participate and work in accordance with the company's business management system and reporting structure. Including attendance at meetings, preparing reports, updates and plans and working towards the budgets, goals and measures set.
- Will be required to attend some pre-installation site visits to ensure customers' expectations can be met, and undertaken safely
- Maintaining records for company cars and vans and ensuring servicing and MOTs are booked in good time
- Ensuring all company vehicles are taxed and insured at all times.
- Alerting the Managing Director immediately in the event of any non-conformance in the above areas, or for any outstanding tasks or issues that may lead to a non-conformance
- Will take the lead in the expansion of the current fleet, including the purchasing of new vehicles from specification to delivery

Main Areas of Work

- Covering for absent colleagues in other departments if and when required
- Communicating with customers by email & telephone
- Delivering excellent standards of customer service which may include out of hours operations
- Maintaining vehicles in roadworthy condition to the same specification as built, additional / upgraded parts / new equipment must be discussed with the Managing Director who will need to authorise.

Competencies

- Energy, drive and focus – results orientated
- Personable
- Influence / persuasiveness but not pushy
- Project planning and control
- Tenacity and resilience
- Industry experience
- Strong compliance management capabilities
- Health and Safety knowledge
- Appointed person qualifications
- Potential to contribute towards a professional but pleasant workplace