

Job Title: Transport Logistics Planner

Company: Water Direct

Location: Earls Colne, CO6 2NS

Department: Operations

Reports to: Logistics Manager

Work Structure: 4 on 4 off shift pattern, Day Shift 08:00 – 18:00, Mid Shift 12:00 – 22:00, Night Shift 20:00 – 08:00 (some flexibility on remote working)

Salary Guide: £36,400, rising to £40,000 (upon successful completion of 6-month probationary period)

Benefits: Company pension. Day one of employment addition to Life Assurance (death in service) scheme. Private Healthcare Plan *(Subject to successful completion of probation period). EV Car scheme *(Subject to successful completion of probation period). Free, on-site parking. Company events (minimum two per year).

Company Overview:

Water Direct, the Nation's most trusted supplier of alternative drinking water. Supporting water utility, commercial, and industrial customers since 1996, nationwide, 24/7.

We are an inclusive employer committed to encouraging equality, diversity, and inclusion by creating a collaborative work environment that promotes dignity and respect where individual differences and contributions of all employees are recognised and valued.

Main Purpose of the Role:

To conduct the operational planning of our vehicle fleet enabling us to deliver to our customers and meet agreed service level agreements.

Duties and Key Responsibilities:

- Experience of Transport Operations and scheduling along with Drivers Hours legislation is necessary.
- Competency with all Water Direct core operational procedures which are undertaken on a daily basis by Field and Asset Technicians to be able to answer any queries as they arise, both internally and externally.

- Water Utility operations, or Incident Management experience is ideal, but not essential.
- Strong attention to detail.
- Ability to deal with internal and external personnel at a variety of levels in a professional manner.
- Drive and passion to do the job well.
- A proactive, problem-solving mind-set.
- Strong communication and interpersonal skills and have the ability to work as part of a cohesive team especially whilst under pressure, managing multiple incidents.
- Liaising effectively with Drivers, Staff and Clients as needed.
- Fielding calls, emails and Teams messages from the Sales team with regards to commercial enquiries, job specification, availability to deliver and advice for which to quote from.
- Creation of Field Technician Work Instructions/Tasks relevant to the scope of the work, to include any specific equipment requirements, site access instructions and/or specific timings.
- Be the primary point of contact for all Emergency Response requests Out of Hours, maintaining a calm attitude no matter the scale of the request.
- Allocating vehicles and drivers to agreed service delivery tasks, both commercial and utility. Ensuring that most efficient and time critical plans are made; suggesting alternative strategies when required (including re-arranging commercial service deliveries).
- Provide advice to clients with regards to best use of resources, and most suitable responses to their Emergency requests when dealing with requests Out of Hours.
- Booking accommodation, making ad-hoc travel arrangements and paying service area charges to ensure fluidity of service delivery and minimising PCN charges.
- Assist the Operational Logistics Manager with the production of costing reports
- Assisting In Hours and managing Out of Hours the company response to Courier and Doorstep delivery requests of Bottled Water on both a planned and reactive basis.
- Ensuring that planning and routing of Water Direct deliveries takes account of Drivers Working Time Directive and relevant Drivers Hours regulations, supported by the Business Operations Coordinator.
- Liaise with the Transport Logistics Assistant and Field Service Managers to ensure that Vehicles are available for submitting for PMI, Service and MOT Tests.
- Liaise with the Transport Logistics Assistant with regards to vehicle availability on a daily basis, and refer any defects or issues reported by Technicians.
- Manage the handling of customer and/or public complaints in relation to our service delivery.

Communications and Relationships:

- Communicate confidently and effectively with all levels within the business and with external organisations.
- Excellent computer skills, including Word, Excel, and Power Point.

Health and Safety at Work Act:

You have a duty to take care for the health and safety of yourself and others who may be affected by your actions at work. You must co-operate with the Business and co-workers to help everyone meet their legal requirements.

Confidentiality:

You will comply with the Data Protection Act and report any breaches to the Compliance Manager.

Other Duties:

This job description is not an exhaustive list of activities, but rather an outline of the principal areas of responsibility and you may be required to undertake any additional duties to meet Business needs.

Experience:

- HGV Transport Logistics: 2 years (required)