



Job Description

Role:	Contract Logistics Planner
Reporting to:	Operational Logistics Manager
Location:	Based at Earls Colne, CO6 2NS
Job Type:	Office based, with some field based support from time to time
Employment Type:	Permanent Full Time
Hours:	08:00 – 17:30, Mon - Fri
Salary:	£30,000 p.a

Requirements

There are a number of key requirements which make this role pivotal to our business.

- The Contract Logistics Planner will hold primary responsibility for the despatch of Bottled Water stock to fulfil both contracted and commercial requirements. Out of Hours, the Contract Logistics Planner may be required from time to time to advise the Transport Logistics Planner(s) on Bottled Water service delivery issues.
- Experience of Transport Operations, routing 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.
- Provide reasonable cover of alternate Transport Logistics Planner shifts as required for covering planned and unplanned absence.

Contract Logistics Planner Activities

- Liaising effectively with Sub-Contract Hauliers, Couriers, Drivers, Staff and Clients as needed.
- Field calls from Sub-Contract Hauliers, Couriers and Field Technicians with regards to scheduling and service delivery. Relaying information to either Field Technicians, Ops/Sales teams as required (some logistics communications will be out of normal hours and will require management attention).
- Assist the Operational Logistics Manager and Transport Logistics Planner(s) in 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 as required by workload and enquiry volumes.
- Creation of Sub-Contract Haulier, Courier and 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.

- Being assertive during Emergency Response communications, determining the request(s) and where suitable, suggesting the most apt and efficient method of satisfying the requirement with available resources.
- In conjunction with the Transport Logistics Planner(s), allocating vehicles and drivers to agreed service delivery tasks of Bottled Water and palletised goods, 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 deployment requests.
- Be conversant with all Water Direct Quality Procedures relevant to the role, and those procedures relevant to Operational staff roles.
- Oversee and advise upon adherence to correct working practices by Operational staff in the field.
- Ensure full logs of correspondence and actions undertaken are recorded on Workflow in a timely manner and made available to the wider team.
- Assist the Operational Logistics Manager and Transport Logistics Planner(s) with the production of costing reports and washups for all contracted responses post incident in a timely manner.
- Being the primary contact with regards to Bottled Water job allocation and exception management.
- Taking the lead with the planning and despatch of Bottled Water and Aqube pallets on both a planned and reactive basis, including liaison with sub-contract hauliers to ensure deployment orders are received and actioned in a timely manner.
- Managing when In Hours, and assisting when Out of Hours; the company response to Haulier, Courier and Doorstep delivery requests of Bottled Water on both a planned and reactive basis.
- Liaising with the Bottled Water department to ensure correct stock is deployed and recorded on company stock management systems.
- Liaising with the Sales department with regards to transport availability to fulfil customer requests; on both a planned and reactive basis.
- Liaising with the Sales department to ensure that any job specific instructions are recorded and accommodated within the planning of said job.
- Ensuring that Deployments of pallets are specified correctly for the size and type of vehicle being used, in conjunction with the Asset Manager and Transport Logistics Planner(s).
- Confirming suitability of vehicles required to access a variety of geographical and topographical locations.
- Understand and manage a variety of customer and government portals to book vehicles in/out of sites, and ensure compliant travel through restricted zones.
- Provide live updates to the Sales team with regards to any deviations to service delivery so that customers can be informed in a proactive manner and resolutions sought.
- Work as a team to collate Delivery information in a format that can be invoiceable.
- Manage the handling of customer and/or public complaints in relation to our service delivery.
- At all times maintain correct levels of confidentiality with regards to information received from employees and clients.