



Job Description

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| Role: | Transport 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, 4on/4off, providing out of hours cover between office hours |
| Salary: | £30,000 p.a |

Requirements

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

- The Transport Logistics Planner on-shift will be required to manage the out of hours 'Incident' phone between shifts and respond to any calls in an appropriate manner; mobilising responses as required. From time to time, immediate attendance to the usual place of work will be required due to the scale of incident requests to be managed, and/or temporary and agency staff being mobilised in Water Direct vehicles, for which they don't have free access.
- 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.
- Provide reasonable cover of alternate Contract Logistics Planner shifts as required for covering planned and unplanned absence.

Transport Logistics Planner Activities

- Liaising effectively with Drivers, Staff and Clients as needed.
- Field calls from Field Technicians with regards to scheduling and service delivery. Relaying information to either Field Technicians or Ops/Sales teams as required.
- Assist the Operational Logistics Manager 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.
- 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. (Support will be provided by upline managers if and when required)
- 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.
- 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.
- 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 with the production of costing reports and washups for all contracted responses post incident in a timely manner.
- Being the primary contact for Field Technicians with regards to job allocation and exception management. This will include repair and maintenance tasks as well as service delivery tasks.
- Assisting with the planning and despatch of Bottled Water and Aquube 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.
- 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.
- Liaising with the Sales department with regards to vehicle and technician 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 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.
- Ensuring that Deployments of assets are specified correctly for the size and type of vehicle being used, in conjunction with the Asset Manager.
- 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.
- 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. Field Service Managers will assist with defect rectification.

- Assist the Operations Manager as required with vehicle/driver incident/accident investigations.
- 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.