

Site Supervisor Reports to Operations Manager

Leads and manages the site distribution to maximise efficiency through the delivery of Parcel Partner services for both internal and external customers

Compliance

- Within area of responsibility, ensure the Company Health and Safety Policy and all other statutory requirements under the Health and Safety at Work Act 1974 is adhered to.
- Ensures all drivers adhere to Driving time Directive and Working Time Regulation 2012.
- Escalates all vehicle defects to the Operations Manager
- Ensures all Health and Safety and legislative systems are carried out and adhered to e.g., daily vehicle defects check (See Nil Defects Report) and Tachograph.
- Report any defects or damage to the vehicle as they arise.
- Ensure knowledge of current relevant vehicle legislation.
- Drive's responsibly on the UK highways as a representative of Clarico.
- Observe Company rules and procedures as defined in the Driver's Handbook and other Company policies and procedures.
- Arranges adequate cover for sickness and holidays, escalating all issues to Operations manager
- Reporting daily workload and previous days returns to Operations manager by 8.30am
- Ensures all drivers adhere to timekeeping procedures.
- Adhere to and enforces tachograph regulations and WTD.
- Ensures that the fuel card remains with the vehicle at all times and that the PIN number is stored securely
- Ensure all relevant operational procedures are adhered to in order to maintain Company quality standards and competitiveness

Internal & External Customers

- Main point of contact for customer on site.
- Contributes to the efficient and effective delivery of Parcel Partner services whilst maintaining good relationships with customer and any related supplier.
- Represent Parcel Partner in a professional manner at all time
- Ensures that all vehicle(s) are loaded in a correct fashion and in no way a danger to the driver.
- Assist in the loading of vehicles as and when required.
- Assists with deliveries as and when required, adhering to all collection and delivery procedures as defined in the Drivers handbook
- On call as required to deal with any issues
- Liaise with Client supervisor regarding any delivery issues

Collection & Delivery

- Collect handheld scanner & POD sheets from the traffic office
- Check Load Sheet and Load Summary Sheet prior to leaving depot.
- Ensures all drivers comply with all collection & delivery procedures as outlined in the Drivers Handbook e.g.
 - Deliver all Premium Deliveries before 9:30am or AM.
 - Delivery failures must be confirmed to the depot for a Returns Reference Number at point of failure.
 - CF/CT authorisation codes required before returning to the Depot.
 - Check Collection Sheet and all relevant details. Any problems with collections paperwork or quantities must be relayed to the Traffic Office Site Supervisor
 - Ad-hoc collections and Carriage Forward (CF)/Carriage Transfers (CT) to be completed that day are received

- Correct paperwork is in place for collections from the depot.
- Ensures all drivers prior to returning to the depot have completed the following:
 - All returns have authorisation numbers.
 - All collections have been completed.
 - All CF's and CT's have authorisation numbers.
 - All deliveries are complete.
- Ensure that all drivers on returning to the Depot complete a walk round check for roadworthiness and have reported any issues and handed in the keys to the traffic office.
- Participate in debrief meeting with the Traffic Office
- Adheres to and ensures all drivers wear Company uniform whilst on Company business. Keep uniform in good and clean condition

Financials

- Continually seeks opportunities to improve our processes and services. Suggestions to operations Manager
- Looks for opportunities to increase the offer that we give to our clients
- Assists in business development as per local sales policy.

People & Development

- Ensures own knowledge of legislation is up to date
- Looks for opportunities to develop own skills and knowledge
- Manages to driver team on a daily basis to maximise the efficiency of the team
- Assists the Operations Manager with the on going development of the team

Key Performance Indicators

- Achieve 96% delivery target
- VOSA compliant
- 100% WTD Complaint
- No RIDDOR accidents
- Zero target for accidents

VERIFICATION	
I acknowledge receipt of this Role Profile and can confirm that all requirements are clearly understood.	
Signature	
Name (Printed)	
Date	

