

Traffic Operator/National Planner

JOB SPECIFICATION

Purpose – To ensure the effective planning of Goods for National and European Distribution, utilising subcontractors, hauliers, distribution partners and our own fleet.

Planning/Routing

- Aware of route planning techniques and processes
- Build loads and plan routes and effectively communicate outcomes to all relevant people
- Readily adjust plans to take account of exceptional or unforeseen circumstances; accepts feedback from others on effectiveness of plans made
- Guide and assist others to interpret route and load plans and instigate reviews of plans' effectiveness
- Effective planning of consolidated consignments, ensuring optimization of revenues received whilst taking into account customer requirements and legal restrictions on drivers hours and other pertinent legislation.
- Ensuring that any bookings requested, made or advised are adhered to, in order to avoid service failures with our customers.
- Ensure that all loads sub-contracted are advised in the recognised company format showing all pertinent details relating to that transport movement (IE Rates, Bookings etc)
- Ensuring that all hauliers on a dedicated / round trip basis have reloads effectively allocated ensuring that all details are recorded and passed to our subcontractor in order to ensure a smooth administration of incoming revenue and outgoing costs
- Ensure that any subsequent delivery failures / rejections are effectively recorded by way of the recognised company format and that all extra costs / revenues are accrued and invoiced
- Effective control of any outstanding paperwork relating to previous days deliveries/operations, ensuring that its is filed correctly and any report backs required are completed at the first opportunity available
- Ensure that partners are advised of any changes to original advise, especially with regard to cancelled or late arriving pallets
- To assist the local planners and / or night shift in the construction of the day / night reports covering all aspects of the companies operation including bay and trailer allocations and any other requirements relating to direct subcontractors taking consolidated loads

Resource Allocation

- Aware of processes and priorities associated with resource allocation
- Identify and deploy resources necessary to deliver loads on a day to day basis
- Identify and deploy resources necessary to deliver loads on a week by week basis
- Interpret trend data to identify current and future resource requirements

Price Quotation

- Aware of differential tariff rates for different services offered
- Quote prices for movement of loads from standard tariff or pricing matrix

Communication on Equipment

- Aware of different equipment & processes used to communicate with drivers, customers and company colleagues
- Competent to operate all communication equipment necessary for the job role and fully conversant with relevant communication processes and associated timescales

Damaged Goods Procedures

- Aware of company procedures around damaged goods and incomplete consignments
- Competent in the operation of all goods in transit procedures
- Take decisions on appropriate action to deal with damaged goods and incomplete consignments
- Give guidance to others on appropriate action to deal with damaged goods and incomplete consignments

Knowledge of Legislation

- Aware of relevant legislation applicable to Traffic Office
- Working knowledge of drivers' hours, WTD and RTD legislation, referring to source material or asking advice when necessary
- Give advice and guidance to others on road transport legislation

Handling Paperwork

- Aware of documentation associated with Traffic Office
- Identify documents requiring action and refer to others as appropriate
- Give advice and guidance to others on action required by particular documents

Record Keeping

- Aware of the need to keep records of tachographs, driving licences, fault reports, vehicle service records and official vehicle documentation

Ensuring Others' Compliance

- Aware of Traffic Office role in ensuring company employees' compliance with legal obligations
- Aware of processes and procedures around fault and accident reporting
- Aware of communication processes and procedures between traffic office and workshop

- Liaise with workshop to ensure resource requirements and service schedules are met
- Review adherence to service schedules

Fuel Management

- Aware of issues around fuel consumption and potential cost saving opportunities

Any Other Relevant Duties