

Job Description

Job Title	Transport FLM (Front Line Manager)
Name of Job Holder	
Department	Operations
Reports to	Transport Manager, UK & Ireland
Location	KB Event, Pinxton
Job Purpose	
<p>Based at Pinxton, the postholder will be responsible for day-to-day client, driver and subcontractor management, addressing any issues and ensuring scheduled plans are adhered to. The postholder will be required to update systems with any changes to schedules and ensure they understand (and report on) the impact of any changes from financial, commercial, operational and driver welfare perspectives. It will be the FLM's responsibility to ensure operational compliance is delivered maintaining tractors and trailers in roadworthy condition, whilst meeting our obligations in managing drivers' hours legislation.</p> <p>Due to the nature of the events industry, there will be a requirement to deal with issues outside of a typical working day, which may include evenings, nights and weekends.</p>	
Principal Responsibilities	
<ul style="list-style-type: none"> • To execute the primary planning schedule on a daily and weekly basis, to ensure implementation is as close to the original plan as possible • To check and understand the schedule in order to facilitate the plan correctly allocating resource e.g. drivers and equipment • To communicate the planned requirements to drivers and subcontractors • To manage driver welfare and safety, including drivers' hours and other health and safety obligations • To motivate, engage and debrief drivers in an appropriate manner and build strong working relationships based on the values of trust and confidence • To manage all aspects of driver performance such as fuel efficiency, infringements, defects, etc • To proactively manage and control financial data such as P&L, budge • To ensure any performance issues are addressed appropriately, consistently and effectively, keeping accurate records of any communication • To ensure driver checks are up to date and records are kept (and reviewed) of driving licences, training certificates and other compliance requirements 	

- To support the transport manager by providing accurate and meaningful reports in a timely manner
- To work with the planning and financial teams to report on the weekly P&L and justifying operational variances
- To capture, record and report on any H&S related issues, such as accidents or dangerous occurrences
- To ensure drivers complete and record all daily driver checks and vehicle inspections and escalate any issues, where relevant
- To support in the investigation of any driver disciplinary issues and the disciplinary process, where appropriate
- To resolve or address any driver queries or concerns in a sensitive and professional manner
- To ensure the driver induction programme is completed by all drivers and complete any associated documentation
- To deliver exceptional customer service in relation to any client communication including the coordination of information required the client (such as driver details, trailer numbers, tractor registrations and client driver NDAs)
- To manage agency staff in line with the Company's policy
- To be proactive in the achievement of sustainability goals and to manage associated KPIs and targets

Person Specification

- An excellent level of competency in MS Excel, and experience of working with other MS packages
- Previous experience of working within a 3rd party haulage environment
- Demonstrable ability to communicate effectively, clearly and professionally over the telephone
- CPC and International CPC (essential)
- Proven experience of a can-do, positive attitude with the proven ability to problem solve
- Previous experience of working in a cost driven organisation and practical knowledge of cost, budgeting and financial control within a profit & loss environment
- Strong and up to date knowledge of driver compliance rules and regulations
- An ability and desire to work with detail and to be accurate in the approach to work
- History of working with numerical and financial data with GCSE Maths at a Grade C /Level 4 or higher (desirable)
- A knowledge of UK, European and International geography

Organisational Responsibilities

Along with all employees in the business, the postholder will:

- Work within given Health and Safety guidelines and proactively act in a way that reinforces a culture of safety across the organisation
- Ensure that they are compliant with the organisation’s policy on Equal Opportunities and behave in a way that supports and reflects an inclusive culture in the business
- Undertake any other suitable and appropriate task requested of them by management in relation to their role or which supports the achievement of wider team and organisational objectives

Signature Job Holder:	Date:
Signature Manager:	Date: