JOB DETAILS	
Job Title:	Transport Coordinator
Function:	Supply Chain - Transport
Location:	West Ashland

JOB PURPOSE & RESPONSIBILITIES

Job Purpose:

Support the Transport Shift Managers with the coordination of deliveries to stores, providing exceptional customer service to the end customer, Domino's stores and franchisees in line with Domino's Pizza policies and procedures.

Key Responsibilities/Job Tasks:

Please list the most important responsibilities (with a breakdown of Frequency against each e.g, sometimes, often, considerable etc).

- Responsible for preparing and allocating driver paperwork and store keys; ensuring drivers are fully aware of the requirements for the designated route.
- Conduct pre-briefs and de-briefs with drivers ensuring any issues raised are captured and escalated as required.
- Maintain contact with drivers whilst on route to be able to identify issues before they arise, and keep all parties updated with any changes in delivery plans.
- Ensure that departmental KPI information be updated on a daily basis to allow for cost analysis
- Receive and professionally handle telephone calls and emails from our drivers, customers, stores, franchisees, answering any queries in a timely manner and demonstrating exceptional customer service skills.
- Liaise with stores to provide up to date delivery information whilst providing notification of any delivery issues, i.e. late deliveries, fridge failures etc.
- Proactively seek methods of continuous improvements within the department and propose these to managers.
- Make the necessary arrangements for vehicle breakdowns, ensuring the safety of our colleagues and the needs of our franchisees are achieved.
- Comply with all legal and Company policies and procedures regarding health and safety to ensure you work in a manner that keeps you and your colleagues safe.
- Comply with all applicable UK and Ireland Data Protection and ePrivacy legislation and report non-compliances where identified to the Data Protection team
- Responsible for actively participating in Domino's performance development process to ensure knowledge and skills remain current and relevant for role.
- Ensure legal compliance and co-operate with Company policy and procedure relating to ISO Standards and Food Hygiene Standards whilst in performance of duties and on Company premises.
- Maintain a working knowledge of tachograph and WTD legislation to monitor and promote the safety of drivers
- Participate in maintaining and developing the strong working relationship between Domino's Pizza Group and it's franchisee's.
- Support in ensuring an impressive service delivery to our Franchisee's

The main areas of responsibility are not intended to be exhaustive but gives a general indication of the role. It is the nature of the Company that tasks and responsibilities are in many circumstances, unpredictable and varied. All colleagues are therefore, expected to work in a flexible way when the occasion arises and acknowledge that tasks not specifically covered in their role profile are not excluded.

PERSON SPECIFICATION	
1. Knowledge	• Basic working knowledge of Transport Legislation, Working Time Directive, EU Driver's Hours and Tachograph laws • An understanding of Health and Safety Legislation and Food Safety Standards
2. Skills/Ability	• Previous similar experience gained within a Transport environment