


## JOB DESCRIPTION

<b>Position/title</b>	<b>Logistics Planner</b>	
<b>Department</b>	Commercial & Planning	
<b>Location</b>	Station Road, Blackrod, Bolton	
<b>Hours</b>	42.5 hours per week, Monday to Friday, shifts on a rota basis between the hours of 7.00am and 6.00pm. 1 in 4 Saturdays, 7.00am to 12.30pm are also required.	
<b>Job Banding</b>	Band 3	
<b>Reports to</b>	Waste, Commodities & Planning Manager	
<b>Accountable to</b>	Head of Commercial & Planning	
<b>Other Key Relationships</b>	Managing Director Operations Director Waste, Commodities & Planning Manager Commercial & Planning Team Transport Manager	Drivers Customers & Suppliers Yard Supervisors Operations Manager Finance Team
<b>General Summary</b>	To take responsibility for ensuring that driver routes and loads are effectively planned, considering vehicles and material availability, mileage and customer requirements.	
<b>Core Responsibilities</b>	<ul style="list-style-type: none"> <li>Responsible for the daily planning and dynamic allocation of work to vehicles/routes, ensuring optimisation of revenue in line with company KPIs.</li> <li>Deal effectively and professionally with all queries from drivers and customers, taking ownership for resolving any issues proactively or directing to other members of the team where necessary.</li> <li>Maintain an overview of stock levels (both waste and skips) and use the information to plan the drivers' workloads and schedules.</li> <li>Maintain a constant awareness of collection days/dates and site operating times to ensure routes run as scheduled.</li> <li>Proactively monitor the vehicles during the working day using vehicle tracking system and ensure that planned schedules and routes are adhered to, proactively contacting the driver with any queries.</li> <li>Liaise with your line managers, as well as the Yard team, to ensure that all requirements are considered when planning, that materials are delivered and/or collected according to instruction, and that vehicles are allocated effectively.</li> <li>Report all safety concerns or vehicle damage as per procedure, encouraging 'stop the job' if it is deemed unsafe to continue in line with company operating procedures and processes.</li> <li>Proactively communicate with the Waste Account Managers and Head of Commercial &amp; Planning, providing status updates and key information as required.</li> <li>Maintain excellent working relationships with drivers, keeping a consistent and accurate flow of communication.</li> <li>Accurately relay relevant customer queries and comments to the Waste Account Managers in a timely manner.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Work effectively with the Waste Account Managers to continuously monitor service levels, so that sales and bookings can be fulfilled within the correct levels.</li> <li>• Responsible for signing off all completed jobs and clearing the system so that accounts have an accurate record of payments due.</li> <li>• Develop and maintain strong working relationships with key hauliers at all levels, creating value for both companies and adopt solution driven resolutions.</li> <li>• Maintain and update the third party haulier database and communicate with hauliers as and when required to sub out work.</li> <li>• Work closely with the Transport Manager and Waste, Commodities &amp; Planning Manager to ensure that driver availability and vehicle maintenance is planned effectively so as not to disrupt the service.</li> <li>• In conjunction with the Transport Manager, ensure compliance with company processes relating to driver hours regulations and incident/accident reporting.</li> <li>• Identify customer needs, clarify information and help to provide solutions, escalating to the appropriate manager where necessary.</li> <li>• Provide a professional and personable point of contact for all visitors to the main reception.</li> <li>• Identify and suggest potential routing and service level improvements, ensuring continuous development of the service.</li> <li>• Develop and maintain a broad knowledge of the full range of our company's services.</li> <li>• Maintain high levels of customer service and professionalism.</li> <li>• Handle customer complaints and queries effectively</li> <li>• Record customer information accurately in the database.</li> <li>• Collaborate with team members to achieve optimum results for the company.</li> <li>• Ensure the office is kept clean and tidy and is presented in a professional manner.</li> <li>• Promote the business by ensuring that all activities are always 100% customer focused.</li> <li>• Any other duties commensurate with the role, as requested by the Head of Commercial &amp; Planning and/or Waste, Commodities &amp; Planning Manager.</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>• All individuals have a responsibility, under the Health and Safety at Work Act (1974) and any subsequent regulations, to ensure that the Company's health and safety policies and procedures are complied with to maintain a safe environment for our employees, customers, and site visitors.</li> <li>• Challenge staff and site visitors who do not follow the site safety procedures.</li> <li>• Assist in maintaining the health, safety, and welfare of people (including yourself)</li> <li>• Follow the Company guidelines in reporting faulty or defective equipment.</li> <li>• Ensure all staff, customers and visitors are wearing the appropriate PPE.</li> <li>• Report any risks or near misses to the Health, Safety &amp; Compliance Manager.</li> </ul>
<b>Personal and Professional Development</b>	<ul style="list-style-type: none"> <li>• Undertake any necessary activities to ensure that your own professional qualifications are maintained.</li> <li>• Ensure ongoing personal and professional development by participating in performance reviews as requested.</li> </ul>

	<ul style="list-style-type: none"> <li>Identify and undertake activities to develop knowledge, skills and understanding where any gaps have been identified.</li> </ul>
<b>Confidentiality and GDPR</b>	<ul style="list-style-type: none"> <li>All staff must maintain the confidentiality of information about the Company, employees, or our customers in accordance with the Data Protection Act 2018.</li> <li>Individuals must not, without prior consent disclose any information relating to the Company, employees, or our customers.</li> </ul>
<b>Governance</b>	<ul style="list-style-type: none"> <li>Support the Company to work within the specific regulations such as governance and frameworks for the industry.</li> </ul>
<b>Policies and Procedures</b>	<ul style="list-style-type: none"> <li>All employees and site visitors are required to comply with the policies and procedures in place at J. Dickinson &amp; Sons (Horwich Ltd), without exception.</li> </ul>
<b>Company Values</b>	

<b>PERSON SPECIFICATION</b>		
	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>QUALIFICATIONS</b>	Good standard of education, including GCSE or equivalent in English and Maths	
<b>EXPERIENCE &amp; KNOWLEDGE</b>	Previous experience in waste/transport/logistics Proven experience working as a planner in a fast-paced, busy environment. Basic understanding of transport compliance and Working Time Directive	Experience within the recycling, waste or comparable plant industries
<b>SKILLS</b>	Outstanding planning skills, with the ability to prioritise work and manage multiple demands Ability to work effectively, and to meet deadlines, in a fast-paced, high-volume operation Ability to work under pressure while remaining calm and resilient A willingness to adapt and develop skillsets and knowledge Excellent telephone manner and extremely customer-focused Excellent communications skills with the ability to build good working relationships, both internally and externally Able to work proactively, independently and on own initiative Good numeracy, literacy and IT skills Good attention to detail, thorough and accurate Analytical and able to quickly assess issues and recommend and/or implement solutions	

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>SKILLS</b>	<p>Adaptable and able to work effectively as part of a team</p> <p>Able to react quickly and positively to instruction from senior management</p> <p>Ability to work collaboratively with other areas of the business to maximise productivity</p>	
<b>OTHER</b>	<p>Well presented with a confident and professional manner</p> <p>Demonstrates commitment to own learning and development</p> <p>Relentlessly pursues the highest standards of performance required to deliver the best results for the company</p> <p>Reliable, punctual and good levels of attendance</p> <p>Takes personal accountability for delivering tasks to deadline</p> <p>Positive attitude to change and the need for flexibility in planning and behaviours</p> <p>A commitment to the values of J. Dickinson &amp; Sons</p>	