



TRANSPORT MANAGER - JOB DESCRIPTION

ABOUT CITY HARVEST

City Harvest is London's original food redistribution charity on a mission to rescue food, people, and the planet! Our HQ is in Acton Central, with satellite food rescue sites in east and south London. Our mission is to alleviate food poverty across the capital and reduce industry food waste and its harmful effects on the planet. We currently rescue and deliver enough free food for over 1 million meals a month to London communities. Our work environment is dynamic and exciting. We operate from a modern office, attached to our food rescue warehouse where all the action happens. We provide a supportive working environment, and opportunities to grow and learn while making a real difference.

ABOUT THE ROLE

To ensure compliance with Traffic Commissioner & O License requirements. To oversee and take responsibility for the strategic planning and coordination of collections & deliveries. To ensure that the planning team optimise driver output to deliver the highest levels of performance and productivity.

Maximise food volumes processed and delivered to our estate of charitable organisations whilst contributing to the growth and development of City Harvest. When required, contribute to network planning and development strategies across the entire City Harvest estate.

KEY RESPONSIBILITIES

Operations & Team Management

- Liaise with the Head of Operations/Operations Manager to ensure that the planned release of drivers deliver the highest level of satisfaction to our recipients and donors.
- Advise the Operation Manager where non-compliance to planned routes occur and collaborate to employ strategies to ameliorate.
- Guide and supervise the compliant deployment of the City Harvest fleet.
- Review driver performance and work with the operations team to promote high levels of output in terms of quality and volume.
- Act as the main conduit between the planning team and the operational function to ensure that plans are fully understood by all teams involved – operations, food and community
- Regularly review the output of the planning team, ensuring that all driver schedules created are optimised so that defined and agreed KPI's are achieved.
- Ensure all existing written operating procedures are communicated to the planning team and complied with in accordance.
- Understand resource variations that occur as a consequence of annual leave or other absence and plan in accordance to mitigate an attrition to productivity or performance.

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- Review vehicle service schedules and collaborate with the Operations Manager to ensure that any potential downtime is planned, and contingencies are implemented.
- Liaise with the Operations Manager regarding 3rd Party activity and coordinate with planning and operations to ensure seamless delivery and collection of food.
- Regularly review the effectiveness of routing and scheduling applications that are employed to create driver routes and calibrate where necessary.

Staff & Financial Responsibilities

- Work collaboratively with department heads and team leaders
- Manage team members in line with the organisation's policies and procedures, supporting them to grow personally and professionally.
- Strengthen the organisation by creating and implementing succession, back-up arrangements and positive team.
- Work within an agreed budget, in line with the organisation's scheme of delegation and financial procedures.

Organisation-wide responsibilities

- Comply with relevant equality and diversity policies, promoting a healthy working environment where all individuals are valued.
- Comply with relevant health and safety policies, seeking to minimise hazards for others.
- Comply with relevant data protection policies, ensuring General Data Protection Regulations are considered when making plans and decisions.
- Work as part of a wider team, undertaking any other reasonable duties appropriate for the role that may be required by the organisation.

ABOUT YOU

You will be a CILT Level 3 Transport & Planning certified O-lince holder, who has completed BTEC in Mathematics. Experience working with routing & scheduling movement of perishable goods, including vehicle load planning, scheduling and current client activity will be essential for the role. We are looking for someone who is able to manage teams positively and effectively and who is experienced in using analytical thinking to interpret data and make informed decisions. Transport methods, costs and methods knowledge is of utmost importance, as well as working knowledge of UK transport legislation.

DESIRED SKILLS & EXPERIENCE

- 3+ years' experience in a similar role and in the charity sector ideally.
- Willing and flexible approach, with the ability to adapt positively to evolving needs and circumstances and undertake tasks beyond immediate scope of the role as and when required.

TRANSPORT MANAGER - JOB DESCRIPTION

- Strong time-management and organisational skills.
- Excellent interpersonal and communication skills and the ability to build healthy work relationships across all levels of the organisation.
- Ability to cope with high work volumes and perform well under pressure.
- Problem-solving skills and positive, proactive "can-do" attitude that inspires confidence and motivates others.
- Technological proficiency in relevant software – e.g. proficiency in Microsoft Office, Outlook, Google products; experience in Flowfinity would be an advantage.

QUALITIES REQUIRED FOR SUCCESS AT CITY HARVEST

- Charitable
- Compassionate
- Community-focused
- Aspiring
- Trustworthy
- Collaborative team player

JOB DETAILS

- Job Type: Full-time, permanent, Monday to Friday
- Hours of Work: 9am – 5pm (37.5 hrs p/w with a 30-minute unpaid lunch break)
- Salary: £38,633 - £47,855 pa
- Place of Work: Unit 8, Acton Park Industrial Estate, London, W3 7QE

City Harvest London is an equal opportunities employer and is committed to creating an inclusive and diverse workplace. We believe in treating all employees, volunteers, candidates, and stakeholders with fairness and respect. We value the unique perspectives and experiences that individuals from different backgrounds bring to our organisation, and we strive to foster an environment that promotes equal opportunities for all.

We adhere to the Equality Act 2010 and our policy is to be fair and consistent in all aspects of our organisation. Our recruitment and selection processes are designed to select candidates based on their abilities and merits to perform the tasks required. All applications received will be dealt with confidentially and subject to our company's recruitment and selection processes. Employment is subject to satisfactory pre-employment checks and eligibility to live and work in the UK.

At City Harvest London, we embrace equality as part of our ways of working because we believe it is the right thing to do for our people, our community, and our success. We do not discriminate in employment based on race, religion, sexual orientation, national origin, political affiliation, disability, age, marital status, medical history, parental status, or genetic information.