

Job Title	Support Driver
Department	Logistics
Reports to	First Line Manager
Grade	Support Driver ((will be matched to appropriate level of the pay framework in line with qualifications and competencies)
Purpose & Overview	<p>To main purpose of the role is collect and deliver materials, plant & perform any other duties as instructed for operational teams in a safe, efficient and timely manner, and perform any other duties as instructed.</p> <p>The job holder will drive a pick up, deliver and collect materials, signage and barriers to operational sites safely and efficiently supporting the teams to keep the gas flowing to homes and businesses across our network</p>
Key Accountabilities	<p>General</p> <ul style="list-style-type: none"> • To work within Wales & West Utilities (WWU) policies, procedures and relevant legislation • At all times, ensure both the safety of yourself and others affected by your work. • Only carry out work for which you are trained and competent. • Use company systems to support efficient management of the combined fleet. • Take good care of company equipment and property. • Wear the appropriate Personal Protective Equipment (PPE) and workwear at all times. • Ensure that all daily/weekly vehicle inspections are undertaken and that all defects are reported and rectified within agreed timescales. • Ensure that vehicle condition is looked after, and present vehicle for maintenance when requested. <p>Workload Delivery</p> <ul style="list-style-type: none"> • Collect and deliver all materials, plant and equipment to operational teams in a safe, efficient and timely manner, including backfill materials, pipe, trailers and fittings, and other operational equipment. • Ensure your company vehicle is maintained and any maintenance issues/defects are logged via the correct channels. Ensure weight of vehicle is checked no less than bi-monthly.

- Use approved equipment only, in the correct manner to ensure safety and health of yourself and others.
- Support other Logistics duties as and when required.
- Report and / or record all accidents, incidents, environmental events (aspects and impacts), damages, near misses and illnesses on the day of occurrence. Co-operate with site inspections and investigations.
- Comply with the Health, Safety, Engineering & Environmental requirements relevant to the duties of the role.
- Always Sign in on arrival at site.
- Ensure that all waste products returned from sites are deposited into the correct waste stream.
- Only use the manufacturers' access points to enter the load bed of the vehicle, being mindful of your situation whilst on the load bed never work close to the edges without a fall prevention harness fixed.
- Be proactive with signing and guarding when on site, never leave gaps in barriers and report any defects to the team leader or First Line Manager.

Planning, Monitoring and Responding

- Consider current and next phase of work and ensure that this work is undertaken safely and efficiently.
- Ensure a flexible approach to ensure all requirements are met within agreed timescales.
- Drive legally and within all road and site speed limits.

People

- Adhere to and work within our priorities and values
- Maintain good, honest and robust communication with coordinators and engineering staff at all times.
- Demonstrate team working within the Logistics department and across the wider business
- Attend safety briefings, training, consultation meetings and health surveillance when required.

Data Quality and Quality Assurance

- Ensure all completed requests are accurately communicated to the coordinator.
- Ensure all documentation is completed in an accurate and timely manner.

	<ul style="list-style-type: none"> • Ensure that updates to systems (e.g. on route/on site and completion details) are completed real time (as you do the activity). • Ensure that Driver CPC cards, Driving Licence are available at all times. • Drivers must have available 28 days' worth of vehicle maintenance and drivers hour records at all times <p>Performance Management</p> <ul style="list-style-type: none"> • Ensure registered qualifications are up to date, and ensure that the annual review process is undertaken. • Build rapport and communicate with affected customers to minimise complaints and other customer issues. • Ensure quality of tasks undertaken meet minimum standards. <p>Use of Hired vehicles</p> <ul style="list-style-type: none"> • Refuel the vehicle prior to hand back/off hire. • Refill ad-blue (if applicable). • Contact the Logistics Support Officer or hirer to advise that the vehicle is ready for collection & advise of any problems. • Make sure the back of the bed is clear of all materials/spoil. • Complete a final check for damage/defects prior to hand back – record any damage in defect book and let your Logistics First Line Manager know.
<p>Technical Know-How & Skills</p>	<ul style="list-style-type: none"> • Knowledge and understanding of the DVSA (Driver & Vehicle Standards Agency) regulations and demonstrate an ability to be comply those regulations. • Good customer service skills (internal and external)
<p>Qualifications</p>	<ul style="list-style-type: none"> • A full valid driving licence <p>The following is also desirable:</p> <ul style="list-style-type: none"> • C or CE licence • NRSWA (excavation and reinstatement) • Safety Health and Environment (SHEA) Gas