

## Wholesale Delivery Driver

### The Role

This role is vital to the progression of the Macknade Fine Foods Wholesale Department and will be instrumental in implementing and maintaining policy and procedure throughout the business. An eye for detail and excellent interpersonal skills are essential as we seek to improve the efficiency of our systems, shoring up our operation, and ensuring that they are fit for purpose.

Discretion and confidentiality as well as superb customer service skills are key values and the ability to communicate effectively with customers, suppliers and staff alike will be essential. The holder will be the principle point of contact with customers when making deliveries, and suppliers when making collections.

The company is on the verge of some exciting growth and consequently there is plenty of opportunity to develop and be a key part of the future of Macknade Fine Foods. Our people are a crucial element of the business and our ability to recruit, train and retain the best is vital to our continued success.

The post holder is accountable to the Fresh Produce Manager and the senior management team.

Principle duties include but are not limited to;

Training schedule/ programme

- Highlight training requirements within the Wholesale team.
- Provide 'on the job' training for new hires, when required.
- To attend internal/external training and development sessions relevant to the role.

### H&S procedures

- Adhere to and maintain H+S standards within the Wholesale warehouse, ensuring that correct PPE is worn at all times.
- Abide by all road traffic laws.
- Carry out daily and monthly vehicle serviceability checks.

### Wholesale Operation

- Assist in the taking of orders and delivery to customers.
- Liaise with relevant departments.
- Assist in the wholesale order compilation, daily.
- Deliver customer orders.
- Maintain wholesale order records, ensuring all orders are accounted for and the necessary recording is completed.
- Assist with fulfilment of F+V hamper deliveries.
- Assist with Fresh Produce Goods In.
- Maintain Wholesale disciplinary standards.
- Coordinate the maintenance of hygiene standards within the warehouse.
- Liaise with customers where necessary.
- Report issues with customer orders.

### Goods In

- Carry out produce collections as assigned.
- As a team, put away produce orders when received.
- Assist buyer in ordering market / local produce.

- Liaise with suppliers where necessary.
- Ensure delivery and collection records are kept and maintained.

### Other Responsibilities

- To maintain good and clear communication between all members of the team
- Ensure confidentiality is maintained at all times
- To undertake such other duties that may be determined from time to time within the general scope of the post

### Key skills

- Ability to identify opportunity and implement new procedure
- Attention to detail, organised and methodical
- Good planning, tenacious and good finisher
- Excellent customer service skills
- Team oriented, proactive, and flexible
- An ability to work quickly and accurately
- Honest, discreet, and trustworthy
- Personable and welcoming

### General Requirements

In addition to the above, there are some general requirements that apply to all roles within the company

- Participation in staff meetings as required
- Participation in personal development and review schemes
- Participation in any relevant quality assurance systems
- All duties must be carried out to comply with Health and safety requirements

Hours of Work

Hours are based on a 45 hour week, working 5 days spread over 7.  
Occasional weekend work may be expected.  
28 Days holiday per year, including bank holidays.