



Role Title	Driver (HGV)				
Job Family	Logistics	Sub Category	Transportation	Grade	A2
Behaviours	<ul style="list-style-type: none"> Making Effective Decisions 	<ul style="list-style-type: none"> Managing a Quality Service 	<ul style="list-style-type: none"> Delivering at Pace 		
Purpose	Drive heavy goods vehicles (HGVS) to meet the transportation commitments of FCDO Services in the UK and across Europe				

Key Accountabilities

- Provide excellent customer service, interact professionally, fairly and courteously with all customers, seek to understand individual customer requirements
- Proactively address customer requests; when customer needs cannot be met explain reasons clearly in advance and offer alternative solutions
- Undertake physical driver duties, including packing, bagging, loading and unloading
- Check tyres, fuel, oil, water and general condition of vehicle; report any vehicle defects to the manager
- Undertake training to drive on airfields if required in role
- Work effectively as part of a double crew operating in close proximity, including sleeping in the HGV and for prolonged periods of time on overseas trips which will require you to sleep in the HGV, to ensure the security and integrity of consignment at all times

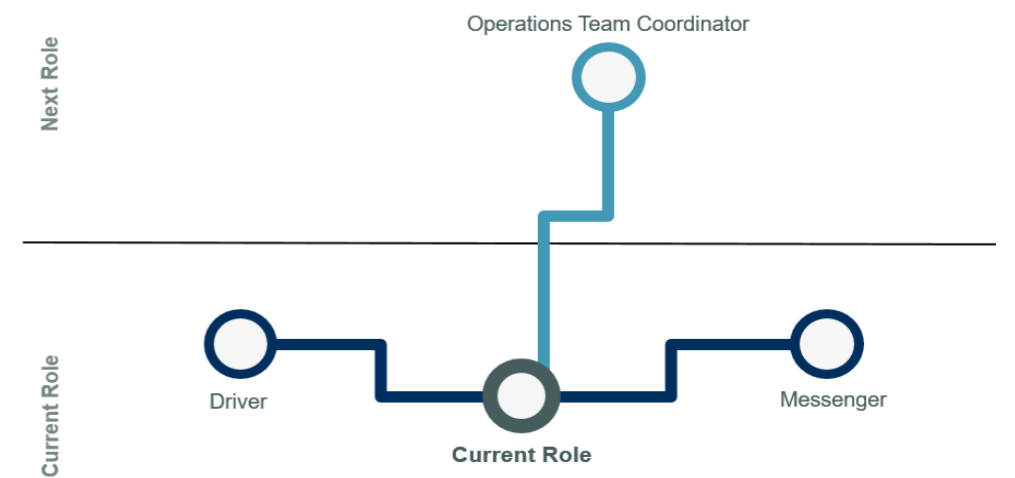
Authority and Scope

- Maintain the security and integrity of consignments and vehicle, including checks for evidence of illegal passengers entering vehicle
- Comply with UK and European road traffic acts and parking requirements
- Follow organisational guidelines when using official accounts, completing timecards, maintaining log books, tachographs and all other relevant documentation
- Follow organizational guidelines to maintain a safe working environment
- Meet target customer satisfaction scores

Internal and External Communications

- Customers of FCDO Services to collect and deliver goods

Potential Next Career Moves



Skills

- Vehicle loading
- Manual handling of goods
- Vehicle maintenance
- Road jurisdiction
- Customer service

Qualifications, Knowledge and Experience

Essential

- Hold relevant driving licence; maximum of 3 penalty points for driving infringements.
- Knowledge of UK and European laws and driver regulations for road users
- Proven experience of driving a variety of vehicles
- Professional and adaptable communication skills and able to work in close proximity to others
- Self-sufficient, adaptable, can use own initiative
- Flexible approach to working hours, including periods of time away from base
- Driver CPC (DCPC) qualification
- Holder of a digital tacho card

Desirable

- Knowledge and previous experience of driving HGVs in the UK and overseas
- Computer literate to operate internal systems.
- No penalty points on driving licence
- Previous experience of maintaining the security and integrity of a consignment