



## **Job description – Customer Delivery Driver Trainer**

### **Contract: Full Time**

#### **Why Freshview?**

If there's one word that encapsulates the ethos of Freshview Foods, it's 'excellence'. This applies to the quality of the produce we deliver as well as the levels of service we offer to our customers.

At Freshview Foods, we understand that commercial success is driven by talented employees and loyal customers. Just like our dedicated team members, who constantly go the extra mile to ensure our company's high standards are maintained and exceeded, Freshview is committed to ensuring our people feel safe, valued and engaged.

#### **What you'll be doing**

We are looking for an exceptional Individual to train our new starters and existing drivers to ensure that we give an outstanding service to all our customers. You will be responsible for delivering a wide range of training from inducting new drivers into the business to rolling out statutory training to completing driver assessments and site visits.

You must have driving and customer service experience – some coaching or training experience would be beneficial in this role.

You will be a critical part of the Transport team to ensure that our Customer Delivery Drivers are trained to the highest standard and any feedback on improvements raised to Transport Management.

As you may be required to deliver to care homes and schools a DBS check is required for this role, which you will be required to undertake if successful at the interview.

*This is a full-time contract, 37.5 hours, 5 days per week, including weekends and Bank Holidays.*

*Based at: Freshview Foods Ltd, Unit 2 Lowfield Drive, Wolstanton, ST5 0UU.*

*Start and finish times vary but is usually 5.30am, until finish - flexibility is required.*

**Salary: £13.70 per hour**

To apply please contact HR or email a copy of your CV to [recruitment@freshviewfoods.co.uk](mailto:recruitment@freshviewfoods.co.uk).

## Your responsibilities

- To ensure that all drivers are trained to the highest standard following a departmental induction plan.
- To ensure that all drivers understand and are fully trained the driver's procedure.
- To undertake site visits and risk assessments as and when required.
- To provide re-training and drivers assessments to existing drivers when issues have occurred.
- To present the company induction to new starters.
- To assist transport management with statutory H & S training such as manual handling training and BRC Training across the department.
- You will link with fleet management and report issues as they occur.
- To be an ambassador for Freshview and regularly attend meetings such as the driver's forum and monthly H&S meetings
- To make sure that any quality issues are reported to management.
- To ensure they are the communication link between the customer and the company.
- To train drivers on how to complete all necessary paperwork relating to deliveries ready to pass to debrief.
- Have a good knowledge of our service and the products available in order to talk about and promote Freshview.
- Understand and adhere to our food safety and health & safety policies and procedures of the business.

## Skills & experience

- Full UK driving licence
- A passion for excellent Customer Service
- Training or coaching experience in this role would be an advantage.
- 3.5 tonne van driving experience with previous multi drop driving experience
- Customer facing/customer service experience
- Attention to detail and excellent accuracy
- Experience in manual handling
- Outstanding communication skills

## Personal qualities

- Ambitious to provide the best service possible to our customers
- Friendly, positive and flexible attitude
- To show respect to our colleagues, customers and the community
- A willingness to go the extra mile



# WHAT'S IN IT FOR YOU?

28 days holiday pro rata (including bank holidays),  
plus extra holidays for long service (up to 5 days)

Employee discount on our  
produce

Enhanced maternity/paternity package

Company events

Cycle to work scheme  
(we'll cover the cost initially so you  
can get your bike tax-free)

Life Insurance cover\*

A generous thank-you bonus if you 'recommend a friend'  
to work with us too. Lots of people work alongside their  
loved ones at Freshview

Training and development opportunities open  
to all.

Birthday card on your birthday

Free Health Insurance\*

Wellbeing resources, including Mental Health First Aiders  
and access to free health and wellbeing services such as  
counselling and physiotherapy. Your wellbeing is a top  
Priority

Christmas food hamper

Free fruit at work

\*With 12 months service

**BRCS**

Food Safety

**CERTIFICATED**