



Job description – Customer Service Delivery Driver

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 Customer Delivery Driver to deliver our quality catering food supplies to our customers. You will be the friendly face of our business – the helpful driver who will ensure an outstanding service. You will be driving one of our branded vans, and will be responsible for delivering a whole range of items, taking the time and care to ensure they arrive in the perfect condition and as promptly as possible.

You might have to go above and beyond and use a flexible approach to deal with an unexpected situation or ensure special instructions are met, the ability to use your initiative is key to this role. We want to ensure that we find drivers who are customer focused and keen to make an excellent impression.

It is essential for this role that you have a full UK driving license and have previous experience of multi drop driving. This role will also require the loading and unloading of goods.

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: £12.70 per hour

Your responsibilities

- To ensure that all deliveries of fresh produce are delivered to the customer in the best condition and matching exactly the to the customer requirements.
- To ensure that any shortages are loaded onto your van as required - accuracy is essential.
- To assist with the final loading of the vehicle
- To ensure that all customers receive an invoice with their order & that this is checked by the driver and signed by the customer to confirm delivery.
- To take ownership of all customer delivery requirements.
- To make certain that all stocks are being kept securely and under the correct temperature conditions.
- To make sure that any quality issues are reported to management.
- To ensure they are the communication link between the customer and the company.
- Ensure deliveries are completed within the required time limits but without compromising on customer service.
- To complete all necessary paperwork relating to your daily deliveries ready to pass to debrief.
- To ensure that the delivery vehicle is kept clean and sanitised inside and out at all times.
- To make sure company standard safety and maintenance check are completed each day to the delivery vehicle and all faults reported to management.
- Collect any empty crates on your daily run returning and sorting them in the dispatch area ready to be cleaned as per our cleaning procedure and recording the correct number on you debrief paperwork.
- 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. Immediately informing us it there are any changes to your driving license or status.
- Be courteous to other road users when delivering and ensure you represent Freshview Foods in a positive light at all times.

Skills & experience

- Full UK driving license
- 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