

JOB DESCRIPTION

Position/Title	Logistics Planner	
Department	Logistics	
Location	Station Road, Blackrod, Bolton	
Accountable to:	Logistics Manager	
Hours	45 hours per week, Monday to Friday, shifts on a rota basis between the hours of 6.45am and 6.00pm. 1 in 4 Saturdays 7.00am to 12.30pm are also required.	
Key Relationships	Operations Director Managing Director Logistics Manager Transport Manager Business Development Manager Waste Account Managers	Drivers Customers and Suppliers Logistics Team Operations Manager Finance Team Yard Team
General Summary	To take responsibility for ensuring that driver routes and loads are effectively planned, considering vehicle and material availability, mileage and customer requirements.	
Core Responsibilities	<ul style="list-style-type: none"> Responsible for the daily planning and the dynamic allocation of work to vehicles/routes. Maintain an overview of stock levels (both waste and skips) and use the information to plan the drivers' workloads and schedules. Deal effectively and professionally with all queries from drivers and customers, taking ownership for resolving any issues proactively or directing to other members of the team where necessary. Proactively monitor the vehicles during the working day and ensure that planned schedules and routes are adhered to, proactively contacting the driver with any queries. Report all safety concerns or vehicle damage as per procedure, encouraging 'stop the job' if it is deemed unsafe to continue in line with company operating procedures and processes. Proactively communicate with the Waste Account Managers and Business Development Manager, providing status updates and key information as required. Accurately relay relevant customer queries and comments to the Waste Account Managers in a timely manner. Work effectively with the Waste Account Managers to continuously monitor service levels, so that sales and bookings can be fulfilled within the correct levels. Responsible for signing off all completed jobs and clearing the system so that accounts have an accurate record of payments due. Liaise with the Yard Manager and Business Development Manager to ensure that all requirements are considered when planning, that materials are delivered and/or collected according to instruction, and that vehicles are allocated effectively. Develop and maintain strong working relationships with key hauliers at all levels, creating value for both companies and adopt solution driven resolutions. 	

	<ul style="list-style-type: none"> • Maintain and update the 3rd party haulier database and communicate with hauliers as and when required to sub out work. • In conjunction with the Logistics Manager and Transport Manager, ensure that driver availability and vehicle maintenance is planned effectively. • Identify customer needs, clarify information and help provide solutions. • Provide a professional and personable point of contact for all visitors to the main reception. • Represent the company in a professional capacity at all times. • Accurately relay relevant customer queries and comments to the Waste Account Managers in a timely manner. • Communicate effectively with the team using radios, telephone and email system. • Ensure the office is kept clean and tidy and is presented in a professional manner. • Promote the business by ensuring that all activities are 100% customer focused at all times. • Any other duties commensurate with role as requested by the Logistics Manager.
Health and Safety	<ul style="list-style-type: none"> • All individuals have a responsibility, under the Health and Safety at Work Act (1974) and any subsequent regulations, to ensure that the Company’s health and safety policies and procedures are complied with to maintain a safe environment for our employees, customers, and site visitors. • Challenge staff and site visitors who do not follow the site safety procedures. • Assist in maintaining the health, safety, and welfare of people (including yourself) • Follow the Company guidelines in reporting faulty or defective equipment. • Ensure all staff, customers and visitors are wearing the appropriate PPE. • Report any risks or near misses to the Health, Safety & Compliance Manager.
Personal and Professional Development	<ul style="list-style-type: none"> • Undertake any necessary activities to ensure that your own professional qualifications are maintained. • Ensure ongoing personal and professional development by participating in performance reviews as requested. • Identify and undertake activities to develop knowledge, skills and understanding where any gaps have been identified.
Confidentiality and GDPR	<ul style="list-style-type: none"> • All staff must maintain the confidentiality of information about the Company, employees, or our customers in accordance with the Data Protection Act 2018. • Individuals must not, without prior consent disclose any information relating to the Company, employees, or our customers.
Governance	<ul style="list-style-type: none"> • Support the Company to work within the specific regulations such as governance and frameworks for the industry.
Policies and Procedures	<ul style="list-style-type: none"> • All employees and site visitors are required to comply with the policies and procedures in place at J. Dickinson & Sons (Horwich Ltd), without exception.



PERSON SPECIFICATION		
	ESSENTIAL	DESIRABLE
QUALIFICATIONS	Good standard of education, including GCSE or equivalent in English and Maths	
EXPERIENCE & KNOWLEDGE	<p>Previous experience in waste/transport/logistics</p> <p>Proven experience working as a planner in a fast-paced, busy environment.</p> <p>Basic understanding of transport compliance and Working Time Directive</p>	Experience within the recycling, waste or comparable plant industries
SKILLS	<p>Outstanding planning skills, with the ability to prioritise work and manage multiple demands</p> <p>Ability to work effectively, and to meet deadlines, in a fast-paced, high-volume operation</p> <p>Ability to work under pressure while remaining calm and resilient</p> <p>A willingness to adapt and develop skillsets and knowledge</p> <p>Excellent telephone manner and extremely customer-focused</p> <p>Excellent communications skills with the ability to build good working relationships, both internally and externally</p> <p>Able to work proactively, independently and on own initiative</p> <p>Good numeracy, literacy and IT skills</p> <p>Good attention to detail, thorough and accurate</p> <p>Analytical and able to quickly assess issues and recommend and/or implement solutions</p> <p>Adaptable and able to work effectively as part of a team</p> <p>Able to react quickly and positively to instruction from senior management</p> <p>Ability to work collaboratively with other areas of the business to maximise productivity</p>	
OTHER	<p>Well presented with a confident and professional manner</p> <p>Demonstrates commitment to own learning and development</p> <p>Relentlessly pursues the highest standards of performance required to deliver the best results for the company</p> <p>Reliable, punctual and good levels of attendance</p> <p>Takes personal accountability for delivering tasks to deadline</p> <p>Positive attitude to change and the need for flexibility in planning and behaviours</p> <p>A commitment to the values of J. Dickinson & Sons</p>	