



Job Description for Post of Driver for Luggage Transfers Ltd.

The Driver post requires that a driver use his/her own vehicle on a self employed basis, to make coastal deliveries of luggage for walkers who holiday on the long distance coast paths of Wales and the south west of England, for and on behalf of Luggage Transfers Ltd.

Deliveries of luggage will be to accommodation providers, from campsites to Hotels and although in the main will be coastal, a smaller percentage of deliveries will be inland.

Drivers will be fully responsible for the upkeep and general road worthiness of their vehicles. MOT, insurance, tax, fuel, servicing, general maintenance and cleaning are all the responsibility of the driver.

Drivers will need to do the following:

- Check the server based driver database for the list of transfers to be completed
- Make a final check of the driver database the evening before the transfers, not before 6pm
- Confirm- using the prevalent system in operation at the time – that the transfers have been read and accepted following the final check, and conversely, inform the bookings manager should they not be agreed
- Call accommodation providers the evening before the transfers with details of approximate delivery times etc. – see driver file for exceptions
- Use luggage labels provided by Lt. Writing details of the transfers on the labels
- Make delivery of the luggage before 1500hrs at the latest
- Pick up cash and occasionally cheque payments and make written records of the receipt of the same. Later passing them on Lt
- Take part in company promotions, an example of which would be the leaving of a flyer with all luggage
- Actively market the business in the general area covered, dropping off business cards and talking with accommodation providers and walkers
- Take on the spot bookings where possible
- Wear uniform where provided
- Be conversant and carry out all systems written in to the Luggage Transfers standing operating procedures which are contained within the drivers area of the management system
- Drive courteously and in line with the highway code
- Be willing to be CRB checked by the police
- Carry out all reasonable requests from the directors and supervisors of Luggage Transfers Ltd.

Drivers must while carrying out their above duties, be polite and courteous, calm and professional at all times and must in general be very friendly people who are focused on the principles of customer service.



Job Specification for post of 'Driver' with Luggage Transfers Ltd.

The following attributes are Essential:

- Easy access to a reliable internet service and an e mail account and the availability to regularly check a bookings database
- Personal mobile phone
- Computer literate in general on the web and e mail applications
- Vehicle owner and driver with no more than 3 points on licence
- Happy to remain self employed
- No previous criminal convictions for honesty related offences
- High degree of attention to detail
- Physically able to lift/pull/drag luggage up to and including a weight of 25kg regularly for a period of up to 7 hours.
- Strong work ethic
- Able to follow instructions
- Excellent people skills, a good and happy communicator.
- Honest and conscientious
- High degree of self motivation
- Good team worker

The following attributes are Preferred:

- Able and willing to sell secondary services and web site accommodation listings.
- Ability to problem solve
- Available for majority of week during season ie March to October
- Available for weekend and bank holiday working
- No previous convictions
- Flexible to change