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**Job Description – Beauparc**

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| **Job Title** | Traffic Planner |
| **Reports to** | Service Delivery Manager |
| **Business/Function** | Sales & Collections |
| **Primary Location** | Leeds / Bradford |

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| **Background:**  Due to the company’s continued growth and future expansion plans, we are looking to increase headcount within our transport team by adding a Traffic Planner to support our busy skip and RoRo operations. This role forms part of a wider strategy to develop a fully functioning, high-performing department capable of meeting the demands of a growing customer base and evolving service expectations. It’s an exciting opportunity for someone to join at a pivotal time and contribute to the ongoing success and development of the business. |

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| **Purpose:**  The purpose of the Traffic Planner role is to ensure the efficient and effective coordination of daily skip and RoRo operations, supporting both operational performance and customer satisfaction. This role is key in optimising driver routes, managing workloads, and maintaining service standards, while ensuring full compliance with legal and regulatory requirements. By providing clear communication to both drivers and customers, the Traffic Planner plays a vital role in keeping operations running smoothly and contributing to the overall success of the transport department. |

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| **Key accountabilities:**  The Traffic Planner is accountable for the effective planning and coordination of all skip and RoRo vehicle movements, ensuring daily schedules are delivered on time and to a high standard. This includes managing driver availability and legal working hours, maintaining close communication with both customers and drivers, and reacting promptly to any operational challenges. The role involves supporting compliance with transport and waste regulations, and working collaboratively with other departments to deliver a seamless service. Ultimately, the Traffic Planner is responsible for balancing operational efficiency with exceptional customer service. |

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| **Areas of responsibility:**   * Plan and coordinate daily skip and RoRo deliveries, exchanges, and collections across designated areas. * Monitor and manage driver hours, ensuring compliance with legal regulations and company policies. * Communicate effectively with drivers throughout the day, providing instructions, updates, and support. * Engage with customers to confirm bookings, provide ETAs, handle queries, and resolve service issues. * Respond to unexpected changes or operational disruptions by adapting plans and reallocating resources. * Maintain accurate job records and ensure all information is logged correctly in relevant systems. * Liaise with internal teams (e.g. weighbridge, accounts, sales) to ensure smooth service delivery. * Support transport compliance by promoting safe working practices and adherence to regulations. * Assist with tracking vehicle performance and utilisation to maximise fleet efficiency. * Contribute to the continuous improvement of transport planning processes and customer service delivery. |

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| **Experience and Skills:**   * *Proven experience in a traffic planning or transport coordination role, ideally within the waste, logistics, or haulage industry* * *Strong understanding of skip and RoRo operations is highly desirable* * *Knowledge of driver hours regulations and transport compliance requirements* * *Excellent organisational and time-management skills with the ability to prioritise and adapt in a fast-paced environment* * *Confident communicator with strong interpersonal skills – able to engage effectively with drivers, customers, and internal teams* * *Proficient in using transport management systems and general IT applications (e.g., Microsoft Office)* * *Problem-solving mindset with the ability to make quick, effective decisions under pressure* * *High attention to detail and a proactive approach to identifying and resolving issues* * *Customer-focused with a commitment to delivering excellent service* * *Team player with a positive attitude and willingness to contribute to continuous improvement initiatives* |

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| **Qualifications and Knowledge:**   * *GCSEs (or equivalent) in English and Maths –* ***essential*** * *Relevant qualification in transport, logistics, or supply chain (e.g.* ***CPC****, NVQ, or BTEC) –* ***desirable*** * *Good working knowledge of* ***transport regulations****, including driver hours, Working Time Directive, and vehicle compliance* * *Familiarity with* ***waste management operations****, particularly skip and RoRo services –* ***advantageous*** * *Understanding of* ***route planning principles*** *and geographical knowledge of the operating area* * *Proficiency in using* ***transport management systems*** *and other scheduling or routing software* * *Basic knowledge of* ***health & safety requirements*** *in a transport or depot environment* * *Awareness of* ***customer service standards*** *and service-level expectations in a commercial environment* |
| **Leadership Competencies:**  *Scoring guidelines: Very important (4), important (3), desirable (2) and not required (1).*  *These are generic competencies that are required for most leadership roles, rather than being specific ones for Beauparc as a business.*  **Leading the Organisation:**   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | **1** | **2** | **3** | **4** | | Solving Problems and Making Decisions |  |  |  | x | | Managing Politics and Influencing Others |  |  |  | x | | Setting Vision and Strategy |  |  | x |  | | Managing Change |  |  |  | x | | Understanding Risks and Innovating |  |  | x |  |   **Leading Yourself:**   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | **1** | **2** | **3** | **4** | | Displays drive and purpose to succeed |  |  |  | x | | Effective self-awareness |  |  |  | x | | Leads by example |  |  |  | x | | Understand development needs |  |  | x |  | | Demonstrates ethics and integrity |  |  |  | x |   **Leading Others:**   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | **1** | **2** | **3** | **4** | | Communicates in an engaging manner |  |  |  | x | | Values diversity and inclusivity |  |  |  | x | | Builds and maintains effective relationships |  |  |  | x | | Leads a team through engagement and trust |  |  |  | x | | Drives performance through involvement |  |  |  | x | |

*Beauparc aims to attract and retain a skilled and diverse workforce that best represents the talent available in the communities in which our assets are located and our employees reside.*

*(DE&I Policy Statement)*