

**Team:**

Operations

**Hours:**Full time, 37.5  
hours/week**Location:**HQ – Harlow,  
Essex**Direct Reports:**

No direct reports

**Skill Level****Experience****Enthusiasm**

## What to expect in Operations

GoGetters Operations are the heartbeat of the business. We're a fun, committed team with a broad remit that touches every major part of the business. This means we take on a wide variety of tasks – no two days are ever the same. On a daily basis we maintain, monitor and act upon the key operational KPIs to ensure that GoGetters continue to deliver a market leading service capability whilst running at optimal efficiency. Our driver community forms a key part of Operations, they are our real life GoGetters! we entrust is role , you will be focussing on our driver network, the 'GoGetters'!

## What you'll bring...

An upbeat attitude and enthusiasm to learn all about our team on the road. You'll have a can-do approach and a natural ability to build relationships and trust across a large community of drivers. You're, no doubt, also a ninja at thinking on your feet, problem solving and issue resolution . Your energy and enthusiasm will shine through as you become a critical cog in our Operations engine.

## Why this job matters...

Our drivers are an essential part of this business. Making sure they are safe, happy and informed ensures that they're able to perform to the best of their abilities, which ultimately translates to a brilliant customer experience. This role forms the vital bridge between our Operations Team and the driver community.

## What you'll be doing – your key accountabilities

- Correspondence with driver team, inbound & outbound
- Creating & managing our driver communications and notices
- Hiring & training new drivers
- Managing & maintaining driver rota
- Reporting on driver KPIs
- Create and manage driver events, rewards & benefits

## Skills & experience required for the role

- Telephone confidence, great at time management
- Strong written & verbal communications skills
- Problem solving and issue resolution
- Ability to work to deadlines
- Ability to work in a fast-paced environment
- A creative outlook and experience in events desired
- Developed relationship management skills
- Good understanding of statistics and ability to analyse numbers

*If you're someone with drive and an appetite to really make a difference across our customer-facing community, then get in touch. We're looking for someone special that will grow on this journey with us. Could that be you?*