Transport Assistant

Hiring organization
FIRE RATED GLASS

Employment Type
Full-time

Job Location
Unit 2, Altbarn Close, Wyncolls Road, Severalls Industrial Park, CO4 9HY, Colchester, Essex

Working Hours
8 hour shift

Base Salary
£ Competitive Salary (Depending on experience)

Date posted
28 July, 2025

Transport Assistant
Job Application

Description

Fire Glass Ltd is one of the UK's leading manufacturers, suppliers, and glaziers of fire and acoustic glass, and is looking to appoint a Transport Assistant at their South branch:

We are seeking an experienced and highly organized Transport Assistant to oversee the scheduling, routing, and dispatch of deliveries and collections for our glass products. The ideal candidate will ensure the efficient transportation of goods while maintaining safety standards, minimizing costs, and optimizing customer satisfaction.

At Fire Glass , we are committed to fostering a culture that celebrates diversity, equity, and inclusion. We believe that diverse perspectives and experiences drive innovation and creativity, and we are dedicated to creating an inclusive environment where all employees feel valued, respected, and empowered.

We welcome applicants of all backgrounds, identities, and abilities. Our hiring decisions are based on qualifications, merit, and business needs. We strive to remove barriers to employment and provide equal opportunities for advancement and growth within our company.

As an organization, we actively work to challenge bias and discrimination in all its forms. We are committed to continuous learning and improvement, ensuring that our policies, practices, and programs promote diversity, equity, and inclusion at every level.

Join us in our mission to build a workplace where everyone feels they belong, where their differences are celebrated, and where they can thrive personally and professionally.

Responsibilities

1. Transport Planning:Assist with the daily organization of delivery routes, driver assignments, and vehicle scheduling. Support the coordination of transport and production schedules to ensure deliveries align with operational output and customer requirements. Prepare accurate run sheets and submit them to Credit Control within the specified deadlines.

2. Customer Communication: Act as the first point of contact for all customer delivery enquiries. Keep customers updated on delivery times and notify them promptly of any delays or changes. Maintain regular communication to confirm delivery arrangements and coordinate any required adjustments.

3. Vehicle Loading & Manual Handling: Support the safe and efficient loading and unloading of delivery vehicles, following manual handling procedures and using appropriate equipment. Ensure all goods are securely packed, labelled, and ready for timely dispatch in line with planned delivery routes.

4.Route Planning & Compliance: Assist in planning efficient delivery routes, taking into account driver hours, mileage limits, and vehicle weight restrictions. Monitor route feasibility and help implement contingency plans where necessary, such as rescheduling deliveries or arranging temporary drivers.

5. Team Coordination & Problem Solving: Work closely with the Transport Coordinator, Production team, and Drivers to ensure smooth day-to-day operations. Contribute to resolving transport-related issues quickly and effectively, while supporting training and communication on process changes or issues encountered.

6. Comply with the company's policies and procedures as set out within the Employee Handbook, Accreditations Manual (including Best Practice Quality Guide) and the Health and Safety Manual, as updated from time to time.

7. Comply with the requirements for the role as set out within the company's Integrated Management System (currently comprising of the Quality Management System, Environmental Management System and the Health and Safety Management System), as updated from time to time.

8. Comply with the requirements of any Core Duties or other relevant procedural or policy document applicable to your role.

9. The post holder must also undertake other duties within his/her competence or otherwise appropriate to the grading of the post as required.

Requirements:

1. Knowledge of transport scheduling, delivery planning, vehicle loading, and route optimisation.
2. Strong communication and interpersonal skills with the ability to manage customer expectations and resolve delivery-related queries professionally.
3. Ability to manage time effectively, prioritise tasks, and maintain accurate records under tight deadlines.
4. High level of accuracy in preparing run sheets, checking delivery schedules, and ensuring compliance with vehicle weight and legal limits.
5. Competent in using Microsoft Office (especially Excel and Outlook), with the ability to learn internal systems for transport planning and communication.
6. Capable of identifying issues quickly and taking appropriate action to minimise disruption to delivery operations.
7. Experience working effectively with transport, production, and customer service teams to ensure smooth operations.
8. Understanding of safe manual handling techniques and ability to assist in vehicle loading/unloading while following health and safety guidelines.

Job Benefits

Employee schemes & Incentives
Birthday Paid Holiday and many more.
Training and development opportunities

Contacts

for more information please contact: human-resources@fireglassuk.com