

TRANSPORT DRIVER TEAM MANAGER



Why Riverford?

Each week, Riverford delivers outstanding organic food to around 65,000 homes across the UK. This takes loads of brilliant people, from veg growers and box packers to IT experts, and more besides.

We're a friendly, forward-thinking bunch, and our core values run through everything we do. Riverford is 100% employee owned, so working here makes you a 'co-owner' – and it's not just a name! Everyone can play a part in shaping our business. Success means much more than just profits; we want this to be a place people enjoy coming to work, and a business our co-owners feel proud of.

Riverford is proud to be a B Corp; the certification for ethical businesses which work to benefit people and planet. In 2022, we were named one of the Best for the World™ B Corps! This means that our positive impact on staff scored in the top 5% of all B Corps of our size worldwide.

We're thrilled to have made this year's Top 100 UK Best Large Companies list! It's a well-earned recognition of the hard work and passion of our co-owners, and the unique culture we've grown together—a place where everyone can roll up their sleeves, grow, and truly enjoy the journey.



We're owned by our employees



79th in the UK's Best Large Companies 2024



Workers

Best for the World™ B Corps of 2022

Certified



Corporation

Using business as a force for good



We're committed to paying the Real Living Wage

What you'll be doing

As Driver Team Manager, your work centres on leading and supporting the driver team so they can deliver a safe, reliable and high-quality service for Home Delivery and Supply Chain. You help drivers feel informed, confident and proud of the work they do. You set clear expectations, guide safe working practices and create a steady environment where drivers understand what's needed. Your leadership supports strong performance across service, quality, delivery, cost and morale.

Working closely with Transport Planners, you help ensure planned routes can be delivered safely and resolve any driver-related issues during the day. You build good relationships across the wider business so the service we provide meets internal needs.

You stay connected to drivers and the realities of their day, encourage open feedback and use their insight to shape how we work. Through steady, people-centred leadership, you help embed safe, sustainable and operationally sound ways of working across the team and wider business.

This is a permanent contract, working 40 hours per week across Sunday to Thursday, with flexibility on the days and hours worked to meet the needs of the business. You'll be primarily office based with occasional travel. Based at Wash Farm, Buckfastleigh, Devon, TQ11 0JU

Your responsibilities

Operational delivery

- Own short- and medium-term driver resourcing, keeping staffing plans accurate and achievable.
- Maintain clear plans for availability, shift cover, holidays, absence and agency needs.
- Ensure all resourcing plans align with O-licence and working-time requirements.
- Keep drivers informed through regular updates on safety, wellbeing and daily priorities.
- Reinforce route briefings from Transport Planners through one-to-one check-ins when needed.
- Act as the link between drivers, Planners, Fleet, Home Delivery and Supply Chain.
- Make sure information flows well so daily activity runs smoothly across the operation.
- Provide clear operational insight to the Transport General Manager.
- Escalate people, safety and service risks early with practical recommendations.
- Manage all Hire-to-Retire processes for drivers, including recruitment, onboarding and probation.
- Deliver regular one-to-ones, development plans and everyday performance and wellbeing conversations.
- Use KPIs to guide expectations, coaching and decision-making within the driver team.
- Track key people data, including absence, retention, incidents, compliance and training completion.
- Take early action when patterns or concerns appear in people or safety data.
- Work with Transport Planners to ensure vehicle checks, defects and equipment needs are followed through.

Compliance & Health & Safety

- Maintain accurate driver training and compliance records in line with DVSA and Riverford requirements.
- Ensure drivers understand their responsibilities to work safely each day.
- Strengthen a positive safety culture through clear, practical coaching.
- Work with the Transport General Manager and Health & Safety to reinforce good practice.
- Lead fair root-cause investigations after incidents, focusing on learning and long-term improvement.

- **Help safe habits become part of everyday work across the driver team.**
- **Champion consistent ways of working so standards, compliance and reliable behaviours are maintained.**
- **Support co-owners with safe loading, unloading, daily checks and vehicle care through clear guidance.**
- **Provide coaching and regular check-ins to help drivers build steady and confident safety habits.**
- **Work with Transport Planners to ensure vehicles remain safe and compliant.**
- **Act early on defects, reporting issues promptly and keeping communication open.**
- **Keep driver guidance up to date by maintaining the Driver Handbook.**
- **Support the development of the driver training plan with the Network Training and Compliance Manager.**

Leadership & people

- **Provide clear, people-centred leadership for the driver team.**
- **Set expectations and offer practical coaching that helps drivers grow in confidence and capability.**
- **Hold regular one-to-ones and give constructive feedback to support development and wellbeing.**
- **Stay connected to drivers and the realities of their day-to-day work.**
- **Use insight from the road to guide conversations, reinforce standards and strengthen team performance.**
- **Handle attendance, wellbeing, informal performance matters and minor conduct issues with fairness and clarity.**
- **Work with the People Team to ensure people processes are consistent and concerns are addressed early.**
- **Keep drivers informed about priorities, expectations and how their work supports the wider operation.**
- **Use driver feedback and Co-owner Survey insight to improve engagement and make the daily working experience smoother and more supportive.**
- **Collaborate with Home Delivery and Production Team Managers to build consistent standards and support joined-up decisions.**
- **Lead the On the Road to Transport programme with Learning and Development and Talent.**
- **Keep driver training practical, current and aligned with development pathways across Riverford.**

Financial

- **You'll maintain a clear awareness of the people-related elements of the operational budget, including the impact of sickness, turnover, agency use and other workforce costs.**
- **Notice emerging patterns early, understand how they affect the wider Transport budget and work with the General Manager to address issues and shape recovery plans where needed.**
- **You actively look for ways to reduce avoidable people-related costs by improving attendance, strengthening engagement and supporting a stable, well-trained driver team.**
- **Your approach balances financial care with fairness, wellbeing and the long-term needs of the operation.**

Skills & experience

Essential

- **Proven experience leading and developing a team, with clear expectations and practical day-to-day coaching.**
- **Confident handling of behaviour, performance and wellbeing conversations with fairness and sound judgement.**
- **Experience running regular one-to-ones, giving constructive feedback and supporting ongoing development.**
- **Strong communication and listening skills, able to build trusted relationships across different teams.**
- **Comfortable coordinating with other departments to keep daily operations running smoothly.**
- **Experience supporting people processes such as attendance, informal performance matters and conduct issues, working alongside a People team where needed.**
- **Reliable and organised, able to follow through on commitments and support a steady, well-run operation.**
- **Able to use KPIs and simple data to guide conversations, coaching and decisions.**
- **Willingness to learn the specifics of transport operations, including vehicle safety, daily checks and compliance requirements.**
- **Experience delivering structured training or coaching, whether in onboarding or ongoing development.**
- **Familiarity with basic problem-solving methods to support long-term improvement.**
- **Confident using Microsoft Office and able to learn new systems quickly.**

Desirable

- **Experience in logistics, transport or other fast-paced operational environments.**
- **Growing understanding of safe vehicle operations, including daily checks, defect reporting and loading standards.**

Personal qualities

- **Genuinely interested in the wellbeing and success of your team, with a coaching style that is practical, patient and respectful.**
- **Fair and balanced when challenging behaviour or performance, able to hold boundaries while supporting improvement.**
- **Reliable and proactive, following through on commitments and keeping daily activity steady and well managed.**
- **Calm under pressure, adaptable to change and confident in making balanced decisions in busy or uncertain moments.**
- **Supports a team environment where co-owners feel connected, included and working towards shared goals.**

Salary Circa £36k



WHAT'S IN IT FOR YOU?

33 days holiday pro rata (including bank holidays), plus an extra 2 days when you hit 5 years with us

Generous & ethical co-owner pension scheme

Annual profit share; at least 10% of all our profits are split equally between all co-owners.

30% off everything we sell

Organic breakfasts and lunches, home-cooked by our canteen chefs, at our two biggest sites

Enhanced maternity/paternity pay (plus six months of free organic veg boxes for you and your new arrival)

An annual allowance to spend on Riverford branded clothing

Lots of free co-owner social events and celebrations

Flexible working options

2 paid volunteer days per year

Bike loan scheme (we'll cover the cost initially so you can get your bike tax-free)

Life assurance cover

A generous thank-you gift if you 'recommend a friend' to work with us too. Lots of people work alongside their loved ones at Riverford.

Wellbeing resources, including Mental Health First Aiders and access to free health and wellbeing services such as counselling and physiotherapy. Your wellbeing is a top priority, and there's lots of support at Riverford and beyond.

Training and progression opportunities open to all, including fully funded apprenticeships.

Riverford's values

