Dairy Logistics Manager

Procurement, supply chain and logistics

Job title	Dairy Logistics Manager
Department	Procurement, supply chain and logistics
Reports to	Supply Chain Manager or Operations Director
Direct reports	Transport planners and fleet supervisors and, through them, drivers and depot staff
Location	*[To be confirmed by the employer]*
Contract type	*[Permanent / fixed-term / other]*
Salary and benefits	*[To be confirmed by the employer]*

Job purpose

Runs transport for a dairy processor, from milk collection on farm to chilled delivery to customers. Manages the fleet and contract hauliers, plans efficient routes, protects the cold chain and makes sure drivers work safely and legally, while keeping cost per litre down and deliveries on time.

Key responsibilities

Milk collection

- Plan milk collection routes and schedules so every supplier is collected on time
- Balance collection volumes with site intake capacity and processing plans
- Agree new suppliers, route changes and collection frequency with milk procurement
- Make sure tanker drivers sample milk, record volumes and check temperatures correctly
- Plan for seasonal peaks and troughs in milk supply

Chilled distribution

- Plan deliveries to retail depots, food-service customers and outlets to meet booked slots
- Match transport capacity with orders and promotions alongside sales and planning
- Oversee loading, despatch and the return of crates, trays and pallets
- Resolve delivery failures, customer complaints and claims quickly

Fleet and hauliers

- Manage the owned fleet and contract hauliers to agreed service levels
- Tender and negotiate haulage contracts and rates with procurement
- Plan vehicle maintenance, inspections and replacement with the workshop or service provider
- Make sure tankers and refrigerated vehicles are cleaned and sanitised to the required standard
- Review fleet size, vehicle types and utilisation to cut empty running

Cold chain and food safety

- Set and monitor temperature limits for raw milk and chilled products in transit

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- Use telematics and temperature records to spot and correct breaks in the cold chain
- Investigate temperature failures and agree product hold or rejection with quality assurance
- Keep transport records ready for food safety audits and customer inspections

Driver safety and compliance

- Make sure drivers meet licensing, driving hours, rest and vehicle check rules
- Run driver induction, training and on-road assessments
- Investigate road incidents and near misses and act on the findings
- Promote safe loading, unloading, tanker access and farm yard safety
- Manage driver rotas, absence and performance fairly

Cost and performance

- Prepare and control the transport budget
- Track cost per litre collected and per case or pallet delivered
- Use routing software and data to improve fill rates, mileage and fuel use
- Cut transport emissions through route planning, fuel choice and driver behaviour
- Report collection, delivery and cost performance to senior management

Qualifications and experience

Essential

- Degree or diploma in logistics, supply chain, business or a related subject, or equivalent experience
- Solid experience managing transport in food, dairy or chilled distribution
- Knowledge of driving hours, vehicle and road transport regulations
- Experience managing contract hauliers and negotiating rates
- Understanding of cold chain control and food safety in transport
- Experience using routing, telematics or transport management systems
- Experience leading planners, supervisors and drivers

Desirable

- Professional qualification in transport management
- Experience of bulk milk tanker collection
- Knowledge of route optimisation modelling
- Experience reducing fleet emissions or introducing alternative fuels

Skills and attributes

- Planning and scheduling
- Leadership of shift and field-based teams
- Data analysis and cost control
- Problem solving under pressure
- Negotiation with hauliers and customers
- Clear communication
- Strong safety awareness

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Measures of success

- Cost per litre collected and per unit delivered
- On-time, in-full delivery to customers
- Milk collections completed on schedule
- Cold chain temperature compliance
- Road incidents and driver compliance breaches
- Vehicle utilisation and fuel efficiency

Working conditions and safety

Based at a processing site or depot, with visits to farms, depots and customers. Transport runs seven days a week, so the role includes an on-call rota and some early or late working.

- Follow health and safety rules and safe systems of work, and wear the correct PPE
- Follow food safety, hygiene, HACCP and quality procedures at all times
- Report hazards, accidents, near misses and concerns promptly

This job description outlines the main duties of the role. It is not a complete list, and the employer may update it as the business changes, in consultation with the jobholder.

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