

Every customer matters

Jamie Shaw enjoys the variety of his role as Driver Supervisor for Intercountry Distribution.

Jamie Shaw is Driver Supervisor for Intercountry Distribution, a palletised freight specialist which is part of Pall-Ex. He is responsible for up to 21 drivers per shift.

Jamie has spent his entire career in the transport and logistics sector. “I started aged 17 and found that I really liked the industry,” he says. “The pay is fine and Intercountry is a really decent company to work for. I’ve learned a lot on the job and developed my skills as well, as I’m always trying to improve.”

His typical day starts in the Intercountry office at 5am and finishes at 3pm. His varied workload includes planning vehicle routes, as well as ensuring that the trucks are unloaded and reloaded as quickly as possible. He also has some responsibility for compliance. “I look after the risk sheets and keep a close eye on compliance as it’s very important,” he says.



One of the main things Jamie likes about his job is the variation, as no two shifts are ever the same. “I enjoy the variety of my job,” he adds. “It involves anything from problem-solving to booking vehicles in for maintenance, so it’s a really wide range.”

Jamie would recommend his job to others but says you have to have the right personality and skill set. “You need to be switched on and a problem solver who can think outside of the box,” he says. “You have to be able to work to tight schedules and react quickly to change.”

One of the reasons he feels settled is that he works for a company with a good culture and he gets on well with his line manager. “In larger companies especially, it really makes a difference if your boss is good, as they have a bigger impact on your time at work than anyone else in the company.”

Jamie says he has learned a great deal on the job and enjoys setting himself personal challenges. “Often a truck will be arriving at a set time, so I set myself a goal of getting that vehicle back out on the road as quickly as possible,” he adds. “If I can beat my time target, then I feel like I’ve had a very good day. It gives me a sense of achievement as I know that all our customers should be receiving their goods on time.

“I am a big believer that your first customer on any delivery run is just as important as your last – every customer matters to me.”