

Weighbridge Operator

About the Role

Servosteel is looking for an organised, dependable and customer-focused **Weighbridge Operator** to support the safe and efficient movement of vehicles and material through our Dudley site.

Reporting to the relevant Works Manager, you will operate the site weighbridge and provide a professional first point of contact for drivers, hauliers, customers and suppliers.

The role involves accurately weighing vehicles entering and leaving the site, checking and recording the correct delivery or collection, customer and vehicle information, and producing the required weighbridge documentation.

You will communicate with production, warehouse, transport and office teams, direct drivers to the correct areas and maintain accurate records so that collections and deliveries can be processed efficiently.

This is a busy, front-line role where accuracy, communication and safety are equally important. You will regularly deal with drivers and internal departments while using Servosteel's bespoke systems to record movements and resolve routine queries.

A key part of the role will be understanding Servosteel's site layout, customers, material movements and operating procedures. You will be expected to remain calm during busy periods, prioritise vehicle flow and identify anything that does not look correct before allowing a movement to proceed.

We are particularly interested in someone who is methodical, confident dealing with people and comfortable using computer systems while maintaining a strong awareness of site safety.

You should be willing to learn Servosteel's systems and procedures, work closely with colleagues across the business and suggest practical improvements that make vehicle movements safer, quicker and more accurate.

Full training will be provided on Servosteel's weighbridge systems, site procedures, documentation and relevant operational requirements.

Key Responsibilities

- Operate the site weighbridge accurately and safely for incoming and outgoing vehicles.
- Confirm vehicle registrations, haulier details, customer or supplier information and the purpose of each visit.
- Record gross, tare and net weights accurately within Servosteel's systems.
- Produce and issue weighbridge tickets and other approved movement documentation.



Servosteel

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www.servosteel.com



Servosteel is a trading name of Steelstrip Services Ltd. Registered in England and Wales No. 04797346

Registered office and trading address – Pensnett Road, Dudley, West Midlands, DY1 2HA

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- Check collection, delivery, order and material references before completing vehicle movements.
- Identify and investigate weight discrepancies, missing information or unusual movements before authorising completion.
- Communicate clearly with drivers and direct them to the correct loading, unloading, waiting or collection areas.
- Coordinate with warehouse, production, planning, transport and commercial teams to keep vehicle movements flowing efficiently.
- Monitor queues and prioritise vehicles appropriately during busy periods.
- Act as a professional first point of contact for drivers, hauliers, customers, suppliers and visitors using the weighbridge.
- Ensure vehicles are positioned correctly on the weighbridge before weights are recorded.
- Follow site rules and safe operating procedures and challenge or report unsafe behaviour where appropriate.
- Report weighbridge faults, damage, communication problems or system issues promptly to the appropriate department.
- Carry out routine visual and functional checks of weighbridge equipment and associated devices as instructed.
- Assist with planned verification, calibration or maintenance activities by providing access and information when required.
- Maintain accurate electronic and paper records in accordance with company procedures.
- Answer weighbridge-related telephone, radio and internal enquiries in a professional manner.
- Help resolve routine driver and paperwork queries, escalating complex or disputed issues when necessary.
- Protect customer, supplier and commercial information and follow company confidentiality and data-protection requirements.
- Keep the weighbridge office and immediate working area organised, secure and presentable.
- Follow all company health and safety, quality, environmental and security procedures.
- Support reasonable administrative or logistics duties associated with vehicle and material movements when required.

About You

The ideal candidate will be organised, approachable and confident communicating with drivers and colleagues in a busy industrial environment.

Previous weighbridge experience is useful but not essential. More important is excellent attention to detail, confidence using computer systems, a safety-conscious approach and the ability to follow procedures consistently.

You should be dependable, able to remain calm under pressure and comfortable questioning information when something does not appear correct.

You will be expected to take ownership of each vehicle movement, keep accurate records and ensure issues are either resolved or clearly escalated before the transaction is completed.



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This role may suit:

- Someone with previous weighbridge, gatehouse, transport or logistics experience.
- An administrator who enjoys a busy operational environment and regular contact with drivers.
- Someone from a warehouse, steel, manufacturing or distribution background looking to move into a coordination role.
- A reliable and methodical person who is confident with computers and willing to learn weighbridge operations.

As your knowledge develops, there may be opportunities to broaden your understanding of logistics, stock movements, transport coordination and other operational administration within the business.

Essential Skills and Attributes

- Excellent attention to detail and accuracy when entering information.
- Good numeracy skills and confidence working with weights and basic calculations.
- Comfortable using computers and learning bespoke business software.
- Good written and verbal communication skills.
- Confident and professional manner when dealing with drivers, customers, suppliers and colleagues.
- Ability to follow established procedures consistently.
- Ability to remain calm and organised during busy periods.
- Good time management and ability to prioritise vehicle movements.
- Willingness to question or stop a transaction when information appears incorrect.
- Ability to recognise when an issue should be escalated.
- Strong awareness of health and safety in an industrial environment.
- Ability to work independently while remaining part of a wider operational team.
- Reliable, punctual and dependable approach to work.
- Willingness to maintain accurate records and documentation.
- Understanding of the importance of confidentiality and data protection.
- Proactive attitude and willingness to suggest practical improvements.

Desirable Skills

- Previous experience operating a weighbridge.
- Previous experience in transport, logistics, gatehouse, warehouse or despatch administration.
- Experience working with HGV drivers and transport companies.
- Experience in a steel, manufacturing, processing or heavy-industry environment.
- Experience using ERP, stock-control, transport or weighbridge software.
- Good working knowledge of Microsoft Outlook, Word and Excel.
- Experience checking delivery notes, collection paperwork or transport documentation.
- Understanding of gross, tare and net vehicle weights.
- Awareness of vehicle weight limits and the importance of preventing overloaded movements.
- Experience using radios, intercoms, CCTV or access-control systems.

- Experience dealing with customers or suppliers in a front-line operational role.
- Experience resolving discrepancies between physical movements and system records.
- Basic understanding of quality, environmental or health and safety procedures in an industrial workplace.

Training and Development

The successful candidate will receive training and support in areas including:

- Servosteel's weighbridge software and bespoke operational systems.
- Site layout, traffic routes and vehicle movement procedures.
- Weighing procedures and correct recording of gross, tare and net weights.
- Customer, supplier, order and material reference requirements.
- Weighbridge tickets and associated transport documentation.
- Communication with production, warehouse, transport and planning teams.
- Health and safety requirements for vehicle movements and industrial sites.
- Routine weighbridge checks and fault reporting.
- Quality, environmental, confidentiality and data-protection procedures.
- Customer service, problem resolution and escalation procedures.

Development will be based on the individual's experience, performance and the requirements of the role.

What You'll Receive

Your contribution will be rewarded with a competitive salary and a range of benefits, including:

- Company pension.
- Bonus scheme.
- Healthcare benefits.
- Structured training and development.
- Full training on Servosteel's weighbridge and operational systems.
- Exposure to transport, warehouse, production and logistics operations.
- Opportunities to develop broader operational and administrative skills.
- The chance to work within a supportive, long-established manufacturing business.

About Servosteel

Servosteel is a long-established company based in Dudley, operating for more than 40 years and recognised as one of the UK's largest independent steel toll processors.

We provide an innovative and dependable range of processing services to the steel industry. With an annual processing capacity of more than 500,000 tonnes, we pride ourselves on delivering high standards of customer service, quality and reliability.

Our centrally located site includes more than 200,000 square feet of warehouse and production space.



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Our processing capabilities include three slitting lines, two decoiling lines, an independent coil pickling line, three flatbed laser cutters, a press brake and the UK's only SCS coil recovery line.

Technology plays an important role throughout Servosteel. Our in-house software development team has created a comprehensive suite of bespoke applications supporting our employees, production processes, customers and wider business operations.

Please note: No recruitment agency enquiries unless specifically requested.



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