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Telephone No: (071) 443 6642

## CPT Night Shift Planner Job Posting

**Reports to:** Senior Route Controller

**Location:** Cape Town

**Grading:** Paterson C4

**Shift:** Night Shift (including weekends and public holidays as required)

**Working Hours:** 14:00 to 23:00, or as operationally required by the Company

**Accountability:** Owns night-shift planning decisions, driver execution, live operational risk, escalation discipline, and handover quality.

**To apply, send your CV and 1pg Cover Letter to the Cape Town Snr Route Controller at [barend@lmcexpress.co.za](mailto:barend@lmcexpress.co.za) by Friday 29 May 2026**

**ONLY EMAILS WITH THE SUBJECT LINE 'NIGHT SHIFT PLANNER APPLICATION' + YOUR FULL NAME WILL BE ATTENDED TO**

### 1. Purpose of the Role

The Night Shift Planner coordinates after-hours transport planning, driver execution, and live operational decision-making to ensure service continuity, cargo integrity, cold chain compliance, and effective risk control during night operations. The role operates with a **Night Shift Control Tower Mindset**, acting as the central planning authority responsible for protecting customer commitments and LMC's reputation while the dayshift planning structure is not present.

The Night Shift Planner directs local and long-distance drivers, resolves incidents, monitors routing, loading, dispatch, temperature, and service risks, and works closely with the senior Fleet Control representative to maintain operational control. The Night Shift Planner owns planning decisions, driver execution, escalation discipline, and the escalation of systemic issues to the Snr Route Controller and the Depot Manager.

### 2. Key Responsibilities (Areas of Accountability)

#### 2.1. Night Shift Control Tower Authority

- Act as the central control point for night-shift planning, driver execution, and live operational risk.
- Maintain a full overview of all active local and long-distance transport activity during the shift.
- Make timely, practical, and service-protecting decisions where delays, loading issues, temperature risks, route deviations, driver readiness problems, or customer-impacting risks arise.
- Ensure that live risks are not passively observed but actively managed, escalated, and resolved.
- Protect service delivery, cargo integrity, cold chain compliance, and LMC's reputation during the night shift.

CAPE TOWN: 3 Spin St, Parow Industrial, Cape Town

JOHANNESBURG: 121 E.P. Malan Rd, Pomona AH, Kempton Park

DURBAN: 10 Monte Carlo Rd, Westmead Ext, Pinetown, 3608

PORT ELIZABETH: 289 Grahamstown Rd, Deal, Gqeberha,

Directors: L.M. Conradie | W.S. Lubbe | A. Muller

Company Registration Number: 97/12971/07 | VAT Registration Number: 4190178907

- Maintain operational control until proper handover has been completed to the relevant day-shift team.

## **2.2. Planning & Operational Control**

- Manage all planning execution and driver coordination on shift.
- Adjust schedules, routes, and allocations in real time where required.
- Ensure adherence to routing, temperature, loading, departure, and service requirements.
- Provide clear operational instructions to drivers.
- Act as the primary planning decision-maker after hours.
- Finalise the next day's local delivery and collection planning in time for the 03:00 Fleet Control shift start.
- Ensure that all relevant planning information is accurate, complete, and ready for execution by the early-morning Fleet Control team.
- Identify gaps in planning, loading, or driver readiness before they become service failures.

## **2.3. Long-Distance Loading, Temperature Monitoring & Departure Control**

- Oversee long-distance loading activity during the night shift.
- Confirm that long-distance loads are loaded correctly, sealed where required, and aligned with routing, customer, and temperature requirements.
- Monitor long-distance temperature requirements and ensure that any temperature deviations or risks are escalated and resolved immediately.
- Monitor and control long-distance departure times.
- Ensure that long-distance drivers are prepared, briefed, contactable, and ready to depart when their trucks are ready.
- Ensure that departure delays are investigated, documented, and escalated where required.
- Confirm that all long-distance trucks have the correct paperwork, trip instructions, temperature settings, and driver readiness before departure.
- Escalate any loading, warehouse, Fleet Control, driver, vehicle, or temperature-related issue that may compromise departure time, service delivery, or cargo integrity.

## **2.4. Driver Management & Accountability**

- Take full responsibility for driver performance and compliance during the shift.
- Ensure drivers adhere to route instructions, schedules, departure times, temperature standards, communication protocols, and company procedures.
- Address non-compliance, delays, and execution failures in real time.
- Ensure drivers are properly briefed and understand what is expected of them.
- Maintain contact with drivers where required to confirm readiness, progress, delays, and risk status.
- Document all material driver-related issues and escalate to the Depot Manager where required.
- Intervene decisively where driver standards are not met.
- Ensure that unresolved driver performance issues are not allowed to repeat without corrective action escalation.

## **2.5. Contactability & Escalation Availability**

The Night Shift Planner must be fully contactable and available to Fleet Control for escalations throughout the entire shift, from **14:00 to 23:00**, including any reasonable handover period or authorised operational extension where required.

This includes:

- Keeping their phone or agreed communication channel active and accessible during the full shift.
- Responding promptly to Fleet Control escalations, driver issues, warehouse issues, loading risks, temperature alerts, departure delays, and customer-impacting operational risks.
- Ensuring that Fleet Control is never left without planning authority or decision-making support during the shift.
- Taking ownership of escalations until the matter is resolved, transferred to the correct accountable person, or formally handed over.
- Ensuring that any missed escalation, delayed response, or failure to remain contactable is treated as a serious operational concern due to the risk exposure created during night operations.

## **2.6. Fleet Control Partnership**

- Work closely with the senior Fleet Control representative on shift.
- Align planning decisions with tracking, visibility, and communication.
- Support overall operational stability through coordinated action.
- Ensure Fleet Control has the necessary planning context to track and escalate effectively.
- Respond to Fleet Control escalations throughout the shift.
- Document and escalate Fleet Control breakdowns to the Depot Manager.
- Maintain a peer-based working relationship with Fleet Control while retaining planning authority for driver execution, operational decisions, and service-risk management.

## **2.7. Incident Management & Decision-Making**

- Own all planning-related, driver-related, loading-related, temperature-related, departure-related, and service-risk incidents on shift.
- Apply structured decision-making to resolve operational issues.
- Maintain an accurate incident register, including cause, action taken, outcome, owner, and follow-up required.
- Escalate systemic or recurring issues with clear context.
- Provide complete handover notes to the day team.
- Ensure that incidents are not merely recorded, but actively managed through to resolution or escalation.
- Identify whether an incident is isolated, recurring, or systemic.

**Rule:** Recurring incidents without corrective action escalation are considered systemic failure. This means that repeated delays, temperature issues, loading failures, driver readiness problems, route deviations, missed instructions, poor handovers, or Fleet Control breakdowns must not continue without formal escalation and corrective action.

## **2.8. Tracking, Communication & Handover**

- Monitor trips and manage delivery risks proactively.
- Maintain accurate ETA tracking and communication.
- Coordinate across drivers, Fleet Control, warehouse, workshop, customer care, and planning.
- Ensure that all material risks are communicated to the correct stakeholder in time for action to be taken.
- Deliver structured daily handovers covering incidents, risks, decisions, unresolved issues, and required follow-up.
- Escalate unresolved operational risks before the end of shift where necessary.

- Ensure that the 03:00 Fleet Control team starts with a clear, accurate, and usable local delivery and collection plan.
- Ensure that the day-shift team receives a complete picture of what happened overnight and what still needs attention.

### **2.9. Systems & Decision Tools**

- Apply and contribute to decision trees, SOPs, escalation protocols, and standard work tools.
- Support the development of practical decision frameworks for common night-shift risks.
- Maintain accuracy and integrity of planning data.
- Ensure that live changes are properly captured and communicated.
- Use systems and records to support accountability, not just administration.
- Identify gaps in systems, processes, communication, or data that create repeated operational risk.

### **2.10. Continuous Improvement & Quality**

- Act as a Quality Representative for night operations.
- Identify recurring issues, inefficiencies, and avoidable service risks.
- Contribute to Level 2 reviews covering trends, root causes, and improvements.
- Support a closed-loop learning system.
- Ensure that lessons from incidents are translated into improved planning, better handovers, clearer SOPs, or stronger accountability.
- Escalate repeated failures where no corrective action has been implemented.
- Promote a quality-first mindset in all night-shift decisions.

### **2.11. Compliance & Risk Management**

- Ensure compliance with operational, safety, food safety, cold chain, and company standards.
- Proactively mitigate risks including temperature breaches, late departures, missed deliveries, cargo claims, service failures, and customer escalations.
- Ensure that high-risk issues are escalated early and clearly.
- Maintain accurate records of incidents, decisions, escalations, and handovers.
- Ensure that night operations are run in a disciplined, controlled, and accountable manner.

## **3. Job Specification**

<b>Category</b>	<b>Requirement</b>
Education	Grade 12 / Matric required. Logistics or Transport qualification advantageous. Valid code 8 (required) / code 10 driver's licence (advantageous). First Aid L1 and Basic Fire-Fighting (advantageous)
Experience	3–5 years in transport planning, fleet control, dispatch, or operational coordination. Strong real-time decision-making experience required. Refrigerated transport experience advantageous.
Technical	Geographic knowledge of CPT. Planning and tracking systems proficiency. MS Office literacy. Understanding of cold chain and transport-risk controls.
Other	Ability to work night shifts, weekends, and public holidays as required. Must remain contactable throughout the full shift. Strong problem-solving, accountability,

	escalation discipline, and operational control mindset required. Fit for night duty and routine patrols.
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#### 4. Key Competencies

- **Control Tower Mindset:** Maintains a live overview of risk, execution, drivers, loading, departures, and service delivery during night operations.
- **Accountability:** Takes ownership of outcomes, decisions, escalations, and operational standards.
- **Decision Quality:** Makes clear, structured, and timely decisions under pressure.
- **Leadership:** Provides direction and maintains control of driver execution and planning outcomes on shift.
- **Problem Solving:** Identifies root causes and applies practical solutions in real time.
- **Contactability:** Remains available and responsive to Fleet Control and operational escalations throughout the full shift.
- **Attention to Detail:** Ensures accuracy in planning, departure control, temperature monitoring, documentation, and handovers.
- **Escalation Discipline:** Escalates serious, unresolved, recurring, or systemic issues appropriately and timeously.
- **Continuous Improvement:** Actively contributes to learning loops, corrective action, and system improvements.

#### 5. Daily Duties & Metrics

Metric	Target	Frequency
Incident logging completeness	100%	Daily
ETA tracking accuracy	≥97%	Daily
Long-distance loading oversight	100% of applicable loads	Daily
Long-distance temperature monitoring	100% of applicable loads	Daily
Long-distance departure readiness and timing	100% monitored	Daily
Local delivery / collection plan ready for 03:00 Fleet Control shift	100%	Daily
Handover quality to day shift	Complete and accurate	Daily
Recurring incidents escalated for corrective action	100%	Weekly / as required
Contribution to improvement insights	Documented	Weekly

#### 6. Accountability & GWC Check

##### Accountability

*The Night Shift Planner takes full ownership of night-shift planning and driver execution, including:*

- Performance and compliance of all local and long-distance drivers on shift.
- Quality and accuracy of planning decisions.
- Long-distance loading oversight.
- Long-distance temperature monitoring.
- Long-distance departure readiness and timing.
- Finalisation of the next day's local delivery and collection planning for the 03:00 Fleet Control shift start.
- Effective incident management and escalation.
- Protection of service delivery, cargo integrity, cold chain compliance, and company reputation.
- Maintaining contactability and availability to Fleet Control throughout the full shift.
- Ensuring that recurring incidents are escalated for corrective action and not allowed to become unmanaged systemic failures.

*The Night Shift Planner demonstrates the judgment to:*

- Intervene decisively where driver, loading, departure, temperature, or service standards are not met.
- Maintain control of planning outcomes under pressure.
- Make practical real-time decisions that protect the customer, cargo, driver, depot, and company.
- Escalate Fleet Control, driver, warehouse, loading, temperature, or systemic performance issues appropriately to the Depot Manager.
- Distinguish between once-off incidents, recurring problems, and systemic failures.
- Ensure that unresolved risks are handed over clearly and do not disappear between shifts.

**Gets it:** Understands transport planning, driver management, live risk control, cold chain requirements, long-distance departure discipline, and the complexity of night operations.

**Wants it:** Is motivated to take ownership of night-shift performance, make decisions under pressure, protect service delivery, and contribute to a high-quality operational standard.

**Capacity:** Has the resilience, decisiveness, communication discipline, contactability, and coordination ability to manage operations, drivers, loading, temperature risk, departure timing, and escalations effectively under pressure.

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