

Job title: **Technician Trainee 7.5t Customer Delivery Hubs (CDH)****Core information**

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| Location: Network Customer Delivery Hub (Location) | Lines of business or shared capability area: JL Supply Chain |
| Reports to: Section Manager, Customer Delivery | |
| People Management: No ▾ Assignment Management: No ▾ | |
| Partnership Level: Partnership level 9 | Manager's Partnership level: Partnership level 8 |

About the John Lewis Partnership

The Partnership is the UK's largest employee-owned business and home to our two well-loved retail brands - John Lewis & Partners and Waitrose & Partners, as well as expanding into new areas beyond retail.

We aren't an ordinary business though. The Partnership is different because everyone who works here isn't just an employee. We are Partners, with a shared responsibility for our success, and we share the rewards when we're successful.

Everything we do is powered by our unique purpose: **Working in Partnership for a happier world.** Our Purpose inspires our principles, drives our decisions and acts as our guide, so that everything we do contributes to Happier People, Happier Business and a Happier World.

Our values outline how we are and how we want to behave with one another, our customers, suppliers and stakeholders.

The Partnership supports agile and flexible working practices, such as when, where and how we work. We have several different ways to work flexibly, including part-time, flexible or compressed hours and job sharing.

We celebrate diversity and inclusion in the John Lewis Partnership and we are committed to becoming the UK's most inclusive business, reflecting and connecting with the diverse communities that we serve.

Critical purpose of the role

Complete the Customer Delivery Technician Trainee programme to become a fully competent John Lewis Customer Delivery Technician by achieving the relevant criteria.

Promote the Partnership brand through a professional and courteous manner towards other road users.

Deliver excellent customer service in line with the John Lewis proposition by driving a company supplied 7.5t vehicle to deliver, assemble and install products in customers' premises following the planned route.

Be legally compliant under EU Driving, Working Time Directive and Domestic Regulations whilst meeting Health and Safety legislation and Partnership Policy within your daily tasks.

Primary Outcomes & Accountabilities

As a Partner you will

- Behave in line with the Partnership's purpose and democratic principles, promoting co-ownership to customers and each other that we're a better way of doing business.
- Share knowledge, experiences, ideas and opinions to improve the Partnership, speaking honestly and frequently.

- Invest in your personal and professional development to achieve your potential, by doing more, doing better, or doing different.
- Continuously engage with and actively contribute to your Profession.
- Take responsibility for actively engaging with change.

Operational Performance

- Demonstrate knowledge, confidence and competence in all aspects of the role.
- Carry out daily vehicle checks accurately and follow correct defect procedures.
- Operate the vehicle in a safe, legal, and economical manner, maintaining high standards of cleanliness at all times
- Report any incidents/accidents that may occur immediately to the CDH Management Team.
- Understand and adhere to the details contained within the Commercial Vehicle Partners Handbook (CVPH)
- Maintain individual driving records to the required legal standards whilst maintaining a full knowledge of the Highway Code, Working Time Directive (WTD), EU Drivers Hours Regulations, Domestic Hours Regulations and vehicle operations.
- Complete Much More than a Driver (MMTAD) and Professional Driver Compliance Programme (PDCP) as required.
- Understand and adhere to the General Data Protection Regulation (GDPR).
- Manage customer deliveries and installations in route order as shown on the Partner Device and to the Partnership's high standards,
- Use the Partner Device to complete the delivery and installation to the required standard.
- Complete the standard installation and assembly services (including disconnection) of freestanding and integrated appliances, electrical installations, standard and wall-mounted TVs and furniture in customers' homes in a safe, competent manner aligned to the site operating procedures.
- Build and maintain collaborative and effective relationships with key stakeholders.
- Fulfil the role of sponsor for new Partners and Apprentices.
- Perform the role of a coach and mentor to colleagues who are aspiring to progress.
- Assess the ability of Customer Delivery Installers and Technicians to deliver the John Lewis required standards.

Customer

- Deliver outstanding service to every customer as a Brand ambassador of John Lewis, both internal and external, through all channels.
- Demonstrate diligence and care throughout the delivery at all times, providing an outstanding end-to-end customer experience

Personal

- Take ownership for your personal and professional development, acting as a role model for all Partners by coaching, giving and receiving feedback in order to achieve agreed goals.
- Ensure your mandatory training is up to date.
- Ensure you keep up to date with CDH and John Lewis Partnership information bulletins and updates.

Contributing to a safe working environment

- Adhere to Health and Safety policy and guidance.
- Report all accidents and near misses to your Line Manager to adhere to Health & Safety Legislation.
- Follow the recommended John Lewis Partnership's manual handling instructions.

Measures of Success

- Successful completion of the Customer Delivery Technician Trainee Programme, passed all courses, Confirmation of Learning and assessments.
- Adherence to the John Lewis Partnership driving standards (CVDMG) Commercial Vehicle Driver Management Guide
- CDH Customer metrics
- Stakeholder feedback

- CDH Legal & Compliance Audit results
- GDPR compliance
- Understand and follow Site Operating Procedures

Skills

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| Agile Approach | Able to easily adapt according to circumstances and change approach as required |
| Customer Centricity | Understands the end-to-end customer journey and puts every customer, both internal and external, at the heart of everything we do |
| Continuous Improvement | Consistently demonstrates a continuous improvement mindset |
| Role Modelling | Demonstrates ethical partnership behaviours and inspires others to replicate |
| Stakeholder Management | Identifies key stakeholders, their motivations and priorities, and considers these when building and managing relationships. Anticipates stakeholder challenges and proactively plans for these, displaying strong communication skills |

Partnership Behaviours - Leading Self

- Absolute Clarity
- Owning It
- In This Together
- Brilliant Retailers
- Continuous Improvement
- Distinctly Partnership

Qualifications & Experience (where applicable)

- Previous Customer Service experience
- Driving experience in a 3.5 Tonne vehicle
- Excellent communication skills
- Category B manual UK driving licence (no more than 6 points).
- No disqualification of up to 12 months within the last three years.
- Valid Digital Tachograph Card or in the process of obtaining this via DVLA
- Pass a driving assessment to the John Lewis standard.
- Excellent communication skills

Desirable

- Experience in either home delivery and/or installation of electrical and furniture products.

| Version | Created/updated by | Date |
|---------|--------------------|-------------------|
| 1.0 | Sally Shiners | 01 September 2025 |