

Job title:

**Core information**

<b>Location:</b> Trumpington, Cambridge	<b>Profession:</b> Delivery Driver / Installer
<b>Reports to:</b> Matt Whiting	
<b>People Management:</b> No ▾ <b>Assignment Management:</b> No ▾	
<b>Partnership Level:</b> Partnership level 10	<b>Manager's Partnership level:</b> Partnership level 8
<b>Number of direct reports:</b> N/A	<b>Partnership level(s) of direct reports:</b> None ▾

**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.

**Critical purpose of the role**

Complete the 12 month Customer Delivery Driver Trainee programme to become a fully competent John Lewis Customer Delivery Installer.

We are looking for Partners who want to make a difference to our customers' experience in the delivery and installation of our fantastic products.

**Primary Outcomes & Accountabilities**

As a trainee, candidates should be able to demonstrate knowledge of the relevant regulations as well as possessing the correct skills to pass the driver assessment once training and support has been provided. Candidates should be committed to achieving the Partner and customer satisfaction targets and Service Targets, within the context of the Partnership's core values, behaviours and principles.

**Measures of success**

Pass our driver trainee programme within one year of joining the Partnership. You will also attain your C1 licence and be able to drive a 7.5 tonne lorry.

Positive customer feedback and compliant with all driving and working rules following training.



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**Skills**

- - Able to cope with the physical requirements of the role (you will spend a lot of time delivering large two man items such as sofas, white goods, sports equipment, furniture, beds, and mattresses etc... ).
- - Strong verbal communication skills both over the phone and face to face

**Qualifications & Experience (where applicable)**

**Essential**

- - (UK) B driving licence (minimum)
- - Basic understanding of technology

**Desirable**

- - Installation and disconnection of white goods
- - TV installations
- - Assembly of flat pack
- - Previous driving experience

<b>Version</b>	<b>Created/updated by</b>	<b>Date</b>
I	<i>Matt Whiting</i>	<i>15/09/2023</i>