

Job Description Summary

As one of our Installation Trainees, you'll be training to become one of our qualified and accredited home installation specialists with the support of our knowledgeable and supportive team based in one of our Customer Delivery Hubs.

Once you're fully trained, you'll have the unique opportunity of bringing our distinctive John Lewis service right to our customers' door and installing the products they love into their homes (such as furniture, large electrical appliances, sound systems and TV sets) as part of a 2-person delivery crew, driving a 7.5-tonne vehicle.

Due to its nature, you need to be 18 years or older to work in this role.

Key Responsibilities

Your day will see you start at the delivery hub where you are based before heading out on a route. Your responsibilities will include:

- Being an ambassador for the John Lewis brand with great customer service as your number one priority.
- Helping load up your lorry with the day's deliveries working alongside the warehouse team.
- Demonstrating great respect and courtesy for the customer's home and handling unexpected situations to find the best possible solution for your customers.
- Installing products efficiently and quickly for our customers and demonstrating how they work once installed.
- Keeping up to date with new products and technologies to help you perform your role at your best.
- Maintaining a safe working environment.

Please note this role involves heavy lifting: You will spend a lot of time delivering large items such as sofas, white goods, sports equipment, furniture, beds, and mattresses.

Essential skills/experience you'll need:

- Manual C1 UK driving licence (with a maximum of 6 points).
- DCPC (Driver Certificate of Professional Competence) or Driver Qualification Card by the first day in the role.
- Tachograph Card.
- Previous experience driving a 7.5-tonne vehicle.
- Previous experience in a customer-facing role.
- Great verbal communication skills both over the phone and in person.
- Good understanding of technology.

Desirable skills/experience you can bring:

- Installation and disconnection of white goods.
- TV installation.
- Assembly of a flat pack.