JOHN LEWIS & PARTNERS | JOHN LEWIS PARTNERSHIP | WAITROSE & PARTNERS

Job title: **Porter Technician Customer Delivery Hubs (CDH)**

Core information

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 10**	**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

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 to deliver, assemble and install products in customers' premises following the planned route.

Be legally compliant under the Working Time Directive 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.
- Maintain high standards of vehicle cleanliness at all times
- Report any incidents/accidents that may occur immediately to the CDH Management Team.
- Complete relevant modules of Much More than a Driver (MMTAD) 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, 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.
- Demonstrate knowledge, confidence and competence in all aspects of the role.

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.
- Act as a sponsor, mentoring new Partners and assessing existing colleagues when required.
- 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 Programme passing all Technical courses, Confirmation of Learnings and On-Road assessments.
- CDH Customer metrics
- Stakeholder feedback
- CDH Legal & Compliance Audit results
- GDPR compliance
- Understand and follow Site Operating Procedures

Skills	
Agile Approach	Able to easily adapt according to circumstance 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

Partnership Behaviours - Leading Self

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

Qualifications & Experience

- Previous Customer Service experience
- Successful completion of the Technician Programme
- Excellent communication skills

Essential

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Desirable

- Experience of home delivery and installation of electrical and furniture products
- Experience of electrical installations, (including integrated appliances) and Wall Mount TV's
- Category B manual UK driving licence (no more than 6 points).
- No driving disqualification of up to 12 months within the last three years.

Version	**Created/updated by**	**Date**
1.0	*Job Outline Working Group*	*4 March 2024*
1.1	*Partnership Behaviours - Working Group*	*12 June 2024*