

Job title: Customer Delivery Driver

Core information

Location: Coulsdon CFC	
Reports to: First Line Manager Coulsdon	
Partnership Level: Partnership level 10	

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

- To deliver exceptional service through excellent customer interaction and processes; developing caring, authentic and valued relationships with all Waitrose & Partners customers demonstrating flexibility to meet the needs of the customer and the business.
- Uphold the reputation of Waitrose & Partners by striving to meet delivery schedules and ensuring that the van is driven and maintained to the expected standards. To be legally compliant under domestic drivers hours regulations, to support and champion best practice within the shop transport operations.
- Follow all reasonable requests from management to support the overall CFC performance whether that be on the doorstep or in the warehouse

Primary accountabilities and deliverables

Customer Experience

- To deliver excellent customer service on the doorstep, on the telephone and whilst on route. To deal with any queries or complaints in a courteous and efficient manner
- Continually develop your knowledge of the Waitrose & Partners brands, products and services; and share with customers as appropriate
- To drive a van in a manner which is courteous to all other road users

Partner Experience

- Participate fully in the Partnership's unique co-ownership culture, embracing the

Measures of success

Customer Experience

- Have Your Say feedback statistics
- Routes departed on time.
- Customer deliveries received on time (OT)
- Proactive in resolving queries on the doorstep

Partner Experience

- Driving licence is valid taking ownership for any licence changes including medical expiry dates and notifying your People Manager accordingly
- Successful completion of an annual driving assessment
- Safe and efficient driving style as measured through telematics.



<p>Partnership commitments and demonstrating them in own behaviours</p> <ul style="list-style-type: none"> • Take responsibility for our business success by keeping your training up-to-date, ownership for your own development, having live agreed performance objectives, and adhering to the Partnership handbooks • Ensure your knowledge of systems and procedures is up to date, using all available resources <p>Commercial</p> <ul style="list-style-type: none"> • Take personal responsibility for achieving the required due diligence, complying with procedures, to abide by the Highway Code and Transport Commercial Vehicle Handbook at all times to ensure compliance with all partnership policies and procedures in relation to the customer deliver operation. • Be proactive in helping to drive the commercial performance of the warehouse, sharing your ideas for continuous improvements • To operate the vehicle in a safe legal manner, ensuring all daily vehicle checks are accurately completed, maintaining a roadworthy clean and tidy vehicle and following correct defect reporting • To ensure all legal, health and safety legislation and operational procedures are adhered to as laid down by company policy, 	<p>Commercial</p> <ul style="list-style-type: none"> • To ensure food hygiene and temperature control standards are adhered to • Completion of daily vehicle documents in full and legible • To ensure all vehicle defects are highlighted to the authorised manager, ensuring the vehicle is roadworthy at all times • To support the warehouse following any reasonable request stated by a manager • To meet or exceed all key result areas associated with driving for Waitrose & Partners.
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Qualifications & Experience (where applicable)
<p>Essential</p> <ul style="list-style-type: none"> • Full UK licence (Manual Gearbox) • Excellent Customer Service skills

Version	Created/updated by	Date