

Job title: **Installer 7.5t Customer Delivery Hubs (CDH)**

### Core information

|  |   |
|--|---|
| <b>Location:</b> Bessemer Road Customer Delivery Hub                 | <b>Lines of business or shared capability area:</b> JL Supply Chain |
| <b>Reports to:</b> Section Manager, Customer Delivery                |   |
| <b>People Management:</b> No ▾<br><b>Assignment Management:</b> No ▾ |   |
| <b>Partnership Level:</b> Partnership level 9                        | <b>Manager's Partnership level:</b> 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 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 and Working Time Directive regulations whilst meeting Health and Safety legislation 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 detail 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 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 free standing appliances, standard 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.

**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 Installer 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**

|                        |  |
|------------------------|--|
| 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
- Driving experience of 7.5t vehicles
- Excellent communication skills

**Essential**

- Valid CI Driving Licence (no more than 6 points)

- No driving disqualification of up to 12 months within the last three years.
- No suspension of a vocational licence (C1 licence) as a result of a traffic commissioner's hearing less than 3 years ago.
- Valid Drivers Qualification Card (DQC)
- Valid Digital Tachograph card
- Pass a driving assessment in a 7.5 Tonne vehicle meeting the John Lewis standard.

**Desirable**

- Experience of home delivery and installation of electrical and furniture products

| <b>Version</b> | <b>Created/updated by</b>                                      | <b>Date</b>          |
|----------------|--|----------------------|
| <i>1.0</i>     | <i>Job Outline Working Group</i>                               | <i>19.01.2023</i>    |
| <i>1.1</i>     | <i>Sally Shiners</i>   | <i>23.05.2023</i>    |
| <i>1.2</i>     | <i>Job Outline Working Group</i>                               | <i>05.06.2023</i>    |
| <i>1.3</i>     | <i>Chad Pearson - Six capabilities for recruitment removed</i> | <i>13 March 2024</i> |
| <i>1.4</i>     | <i>Partnership Behaviours - Working Group</i>                  | <i>12 June 2024</i>  |

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**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 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.
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### **Operational Performance**

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- 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**

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- Demonstrate diligence and care throughout the delivery at all times, providing an outstanding end to end customer experience

### **Personal**

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- Ensure your mandatory training is up to date.
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### **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 instruction.

**Measures of Success**

- Successful completion of the Customer Delivery Technician 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
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**Skills**

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**Qualifications & Experience (where applicable)**

- Previous Customer Service experience
- Driving experience of 7.5t vehicles
- Successful completion of the Technician Programme
- Excellent communication skills

- Able to evidence the skills, knowledge and ability to complete the replacement of domestic light fittings, accessories and cooking appliances

**Essential**

- Valid CI Driving Licence (no more than 6 points)
- No driving disqualification of up to 12 months within the last three years.
- No suspension of a vocational licence (CI licence) as a result of a Traffic Commissioner's hearing less than 3 years ago.
- Valid Drivers Qualification Card (DQC)
- Valid Digital Tachograph card

**Desirable**

- Experience of home delivery and installation of electrical and furniture products
- Experience of electrical installations, (including integrated appliances) and Wall Mount TVs.

| <b>Version</b> | <b>Created/updated by</b>                                      | <b>Date</b>            |
|----------------|--|------------------------|
| <i>1.0</i>     | <i>Job Outline Working Group</i>                               | <i>19 January 2023</i> |
| <i>1.1</i>     | <i>Sally Shinnars</i>  | <i>23rd May 2023</i>   |
| <i>1.2</i>     | <i>Job Outline Working Group</i>                               | <i>5th June 2023</i>   |
| <i>1.3</i>     | <i>Chad Pearson - Six capabilities for recruitment removed</i> | <i>13 March 2024</i>   |
| <i>1.4</i>     | <i>Partnership Behaviours - Working Group</i>                  | <i>12 June 2024</i>    |