



Job Title	Delivery Driver
Department	Ecommerce Transport
Approximate Department Size	4-6 drivers + Transport Manager
Reports to	Transport Manager
Direct Reports	NA
Will this role qualify for tronc or bonus?	Performance bonus

Purpose of this role
To ensure our customers in Somerset receive their orders in a timely manner, delivered safely and with a smile. Our delivery drivers act as brand ambassadors – building relationships with our customers.
Responsibilities
• Provide wholesale and/or home delivery services to customers across Somerset • Ensure deliveries are handed directly to customer or left in safe, secure locations • Check orders and final packing • Securely load and store orders, ensuring they remain secure during transport • Daily van safety checks • Food safety temperature checks of orders at the loading point and throughout the delivery day • Use route planning software to follow delivery route plans, providing proof of delivery is captured at delivery point • Interactions with customers to ensure great customer service and enhancement of The Newt in Somerset brand • Assist in the warehouse on quieter days
Characteristics needed for this role
• Smart and well-presented • Natural people person • Calm under pressure, especially when facing delivery or traffic challenges
Characteristics desired for this role
• NA
Skills and experience needed for this role
• Full, clean driving license with ability to drive vehicles up to 3500KG • Previous customer service experience • Excellent verbal communications skills • Able to comfortably lift up to 16KG



Skills and experience desired for this role
• Previous delivery experience • Experience with route planning/phone based application software • Food safety certification, including allergens.
Qualifications needed for this role
• NA
Qualifications desired for this role
• NA
Department Description
The Transport Department ensures the safe and efficient delivery of wholesale and home orders across Somerset. The team supports daily operations from loading to delivery, representing The Newt in Somerset through excellent service and professionalism.