



<b>Job Title</b>	Ecommerce Delivery Driver
<b>Department</b>	Ecommerce
<b>Department Size</b>	Roughly team of 4 delivery drivers + 1 Transport Manager.
<b>Reports to</b>	Transport Manager
<b>Direct Reports</b>	n/a
<b>Location of role</b>	Avalon Farm + surrounding Somerset
<b>Will this role qualify for tronc or bonus?</b>	Bonus

<b>Purpose of this role</b>
To ensure our local 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.
<b>Responsibilities</b>
<ul style="list-style-type: none"> <li>• Home delivery of customer orders using our branded vans</li> <li>• Delivery to the customers chosen location in their home or left safe in a secure and safe place at their delivery address</li> <li>• Final order packing</li> <li>• Daily van safety checks</li> <li>• Food Safety temperature checks of orders at the loading point and throughout the delivery day</li> <li>• Use of route planning software to follow delivery route plans, provide live tracking info of arrival time and provide proof of delivery</li> <li>• Interactions with the customers to enhance their shopping experience and promote The Newt in Somerset brand</li> <li>• Assisting in the warehouse on quieter days with picking, packing, goods receipt, housekeeping and inventory checks as required.</li> </ul>
<b>Characteristics needed for this role</b>
<ul style="list-style-type: none"> <li>• Smart and well-presented</li> <li>• Natural people-person</li> </ul>
<b>Skills and experience needed for this role</b>
<ul style="list-style-type: none"> <li>• Full clean driving license - licensed to drive vehicles upto 3,500kg</li> <li>• Excellent customer service experience</li> <li>• Excellent verbal communication skills with ability to communicate with customers and colleagues</li> <li>• Able to lift up to maximum of 16KG per item</li> </ul>



<b>Skills and experience desired for this role</b>
<ul style="list-style-type: none"><li>● Previous delivery experience</li><li>● Experience with route planning/phone based application software a benefit</li><li>● Food Safety certification including allergens – training will be offered.</li></ul>
<b>Qualifications needed for this role</b>
NA
<b>Qualifications desired for this role</b>
NA
<b>Department Description</b>
Our delivery drivers form our ‘Transport’ department, ensuring our customers across the Somerset area receive their orders, delivered safely and with a smile.