

My Role: Delivery Driver (Ungraded)

My Manager: Team Leader

My Purpose: To assist with the delivery of all floral orders. Provide an efficient service to customers and business outlets, ensuring all tasks and paperwork relating to this service is carried out to the highest standards.

What I do

I will spend my time

- Ensure vehicle is clean and tidy, complete the vehicle log daily and report any maintenance required
- Delivery of floral arrangements
- Drive to meet society standards
- To undertake a Driving Assessment by a trained assessor annually or at the request of their manager
- To provide copies of their valid UK driving license as requested
- To read, understand and adhere to the Commercial Vehicle Fleet policy
- **Any other relevant duties as requested by the Team Leader or Memorialisation Manger i.e. cleaning in branch/supporting florists with as required**

At the beginning / end of the day

- To complete the Daily Vehicle Checklist before commencing deliveries and to report any vehicle defects to the Team Leader
- Ensure the delivery vehicle exterior and interior is clean to present a professional image when driving in public
- To sign in/out items such as vehicle keys, mobile phones, satellite navigation devices and fuel cards, if applicable
- To ensure that all delivery paperwork and records are completed as required, stored securely in the designated location in-store as record of delivery and sent to Central Co-operative colleagues as required

Delivering arrangements to funeral homes or customers

- To ensure the safety and security of the delivery vehicle and its contents at all times
- To ensure that all Health and Safety and Personal Protective Equipment (PPE) provided is worn at all times
- To ensure that the delivery vehicle is driven (and parked) carefully and considerably, abiding road traffic laws at all times
- As would be expected in-store, the Delivery Driver must ensure that they are polite, well mannered and professional when dealing with customers
- The delivery driver should ensure that all delivery paperwork and records are completed as required, stored securely in the designated location in-store as record of delivery and sent to Central Co-operative colleagues as required

How I do it

I will show the following skills and behaviours

- **Great communication skills**
- **Desire to do and be my best**
- **Excellent Client Service**
- **Excellent listening skills**
- **Working collaboratively**
- **Positive attitude**
- **Take responsibility**

And most importantly:

- I'll show the Co-operative values and behaviours in all I do

When I get it right

- **All Delivery** paperwork and legal documents are completed in full in a timely manner
- The delivery vehicle interior and exterior is clean and tidy
- All home delivery equipment is kept securely and accounted for at all times
- Customer's flowers are delivered in full, within the agreed time-slot and of the same quality as when the customer chose it in-store.
- A reduction in the number of Driver injuries or accidents recorded

Who I'll interact with

- Clients
- Colleagues

What I need

Essential

- Full and valid UK standard car license (up to 3.5 tonne)

Desirable

- NVQ Level 2



Values

Co-operation
Self Help
Self Responsibility

Democracy
Equity
Equality