

Job Title:	Driver's Mate (Home Installation) - CCFK
Reports To:	Site Operations Manager
Date:	July 2026
Role Overview:	
To be responsible for the delivery of an exceptional delivery service, to ensure that the customer is happy with their new product before leaving the customer's house. This will be achieved by providing excellent customer service and a thorough demonstration of the customers item so that they are confident with using their product.	
Main Duties & Responsibilities:	
- To assist the driver to ensure that items are correctly loaded onto the company vehicle the day before, making sure that everything has been allocated to the correct customer by looking through the delivery paperwork provided. - Have a clear understanding of CareCo's policies and vision and how logistics contributes to these. - To assist the driver to ensure the correct items are delivered to the correct customer and that the installation and demonstration of the items are to the highest standard to leave the customer satisfied with the overall service provided by yourself. - Have a keen eye for quality control and always look to improve logistics standards. - Logging all working times correctly every day, which will then be uploaded onto our HR system to provide you with the correct overtime for the month if applicable. - Ensure that paperwork is correctly uploaded when completing deliveries, including photos of the items and serial numbers of the products.	
People & Communication:	
- Engage and participate in the performance management review process to ensure effective and ongoing improved performance is achieved. - Seek opportunities for self in ongoing personal development and actively engage with company training opportunities.	
Systems & Procedures:	
Ensure all company procedures and systems relating to training and development are followed.	

Health & Safety/ Equality & Diversity
- Follow all processes and procedures outlined in the Health & Safety Policy ensuring the health and safety of self, customers and colleagues. - Practice and promote CareCo's Equality, Diversity & Inclusion Policy.
Data Management:
Oversee the compliance of the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 to ensure data security is maintained.
Other:
The role requires flexibility to undertake a range of additional duties across the operation, subject to appropriate training, to support multi-skilled working and ensuring continuity of service during periods of demand, absence, or operational need. These duties could be but are not limited to: - Lone driving to various locations - One-person delivery and installation - Product assembly
CareCo's Values:
We embrace the adventure – Resilience, inquisitiveness, innovation and industry We raise the bar – Always striving to improve. We lend a hand - Be generous, especially with your time and expertise, and be willing to help. We lead with heart – Putting care and authenticity into everything we do.

Post Holder:	
Print:	
Signed:	
Date:	