

# Customer Delivery Driver

We are a rapidly growing CleanTech business looking to disrupt the heating industry with a new kind of low-carbon boiler technology. Decarbonisation of domestic heating is the single biggest challenge facing the UK's goal to reach Net Zero. Heating represents over 17% of all carbon emissions in the UK.

Our product is a new type of low carbon heating technology which is becoming a game changer in the drive to decarbonise domestic heating. It's called a Zero Emission Boiler (ZEB)<sup>®</sup> and is a direct replacement for a gas or oil boiler. It uses electricity to 'charge' ultra-high density thermal storage when energy prices and the carbon intensity of the grid are low. Our IoT technology and cloud-based algorithms automatically optimise the ZEB to minimise cost & carbon. The ZEB operates like a normal boiler for our customers, is easy to install and massively reduces the carbon emissions from heating.

We've been recognised as one of the fastest growing and most exciting CleanTech scale-ups in the UK and were recently featured on the [Everything Electric Show](#). There's more on our website at [tepeo.com](https://tepeo.com).

## About the role

At tepeo, we are committed to creating a diverse and inclusive workplace where everyone feels welcome and valued. As such, we are looking for a highly-motivated Customer Delivery Driver.

As a Customer Delivery Driver, you will be the friendly face of our business. We are looking for delivery drivers who are not just after their next driving job. We want people who want to make a difference to our customers' experience when receiving delivery of their ZEB.

The role is to undertake the effective movement and delivery of our products using specialised moving equipment. The role requires you to drive one of the company's medium to long wheel distribution vans and to use our specialist lifting and moving device to deliver ZEBs into customer homes in a safe and timely manner.

You will liaise with the Customer Delivery Team Lead and Head of Field Operations to ensure you understand which daily tasks need to be performed and prioritised accordingly. You are required to have a clean driving licence and are responsible for adhering to the UK Highway Code.

Finally, we're looking for someone passionate about tackling climate change. We firmly believe in the existential threat that climate change poses to us all. This is why we're doing what we can to change something!

We are an inclusive team and committed to building a team that represents a variety of perspectives and experiences, and we believe that diversity makes us stronger.

## The role

- **Fixed term 6 month contract with potential conversion to permanent afterwards:** To start at the earliest available date
- **Location:** 630 Wharfedale Road, Winnersh Triangle, Wokingham, RG41 5TP
- You are required to undertake the safe and effective delivery of our products which weigh about 375 kgs. This entails use of specialised moving equipment (full training will be given) and driving our 3.5 ton vans
- You will ensure reasonable care is taken at all times within your working practices to comply with the Health, Safety, Welfare, Security and Quality Standards reporting any accidents, injuries or damage
- You will transport a wide variety of specialist products and materials to our customers in a safe and timely manner
- You will develop and maintain positive customer relationships delivering exceptional customer service
- You will maintain up to date documentation of all product and vehicle movements
- You are responsible for loading, unloading, preparing, cleaning, maintaining and operating a vehicle for delivery duties
- You will remove all rubbish from delivery locations as required and dispose of it in the correct manner
- The person coming into this role will need to be able to carry out manual handling as required
- Your normal hours are 40 hours a week. Here at tepeo we want to help you manage your work and life balance. Start and finish times can vary with 06:00 AM being the earliest start and 10.30 PM the latest finish. Each working day will last no longer than 11 hours excluding breaks and your normal weekly hours will not exceed 40 hours. You can choose to take up to one hour of unpaid break in every working day. Your work details will be shared in advance with you by your manager. This agreement is subject to tepeo's policy, which will be reviewed and amended from time to time based on the needs of the business.

## About you

### Essential

- You are required to have a clean UK/EU/EEA manual driving licence and experience driving a 3.5 ton van
- Excellent face to face customer service skills
- Ability to work flexibly, methodically and under pressure
- Self-starting, team player with a friendly, can-do attitude
- Passionate for providing the very highest levels of customer service
- Part of the application process will include a licence check and a basic DBS check to confirm your suitability for the role

## Benefits

Salary £25,000-£26,000

25 days holiday plus 8 bank holidays and 1 'birthday' holiday

Life insurance

Private Medical Insurance

Optical and Dental Insurance

Income Protection

Employee Assistance Programme

Holiday Purchase Options

Discounted ZEB for your home

Collaborative, flexible, and friendly environment

Be part of a growing technology scale-up and help shape the future of energy

## Getting in touch

**If this sounds like it might be the job for you then drop us a line at [careers@tepeo.com](mailto:careers@tepeo.com). Please include a copy of your CV and any supporting information you think we should have. We are considering applications on a rolling basis so do get in touch ASAP.**