

Delivery & Installation Support Specialist

About tepeo

We are a growing ClimateTech business on a mission to disrupt the heating industry with a revolutionary low-carbon heating 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.

We launched the tepeo Heat Battery Boiler in 2021 and are focused on bringing it to more customers across the UK, growing our network of tepeoPRO installers and developing new solutions to help even more homes transition away from gas and oil.

We've been recognised as one of the fastest growing and most exciting ClimateTech scale-ups in the UK, recently winning the [Ashden Award](#) for Innovation. There's more on our website at 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 Delivery & Installation Support Specialist.

You will be the friendly face of our business, delivering our Heat Batter Boilers (the 'ZEB') directly into homes using specialist moving equipment. 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.

You will work closely with the Sales and Operations Team to prioritise your schedule, handle products safely, and ensure each delivery is a positive and memorable experience for our customers.

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

- **Full-time employee:** 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 weighing up to 375 kgs using 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 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

- Self-starting, team player with a friendly, can-do attitude
- Passionate for providing the very highest levels of customer service
- 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
- Part of the application process will include a licence check and a basic DBS check to confirm your suitability for the role

Benefits

- Salary £38,000-£43,000 subject to experience
- 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

Getting in touch

If this sounds like it might be the job for you then drop us a line at 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.