



Delivery & Collection Driver

LCH is a well-renowned supplier of luxury cars in the UK, delivering the highest standards of vehicle hire and driven by a passion for fantastic customer service.

We offer a warm and welcoming environment, flexible shift patterns, and competitive salary & bonuses, alongside other benefits such as pension, cycle to work & EV schemes and, most importantly, the opportunity to work in a company driven by its values – ownership, empathy, collaboration, improvement, integrity...and positivity!

As a Driver in our Transport team you will be the face of the Company, meeting our customers and clients around the UK, delivering and collecting vehicles. Our team are empowered to deliver the best service possible for each and every customer, days are varied, and our close-knit team work in a way that is collaborative and supportive.

Our Transport team operates over 7 days, 7am-8pm, allowing us to offer flexible working and fantastic opportunities for anyone who would benefit from working outside of standard office hours.

The main duties and responsibilities of the role are:

- Collecting and Delivering luxury cars around the UK – 7 days a week in an efficient and professional manner.
- Using apps on your iPad and phone for planning, inspections and expenses – no fiddly paperwork.
- Maintaining regular contact with the Transport team when experiencing issues.
- Ensuring our customers enjoy the perfect luxury car experience at every step of the journey by:
 - Representing LCH and LCH clients in a professional manner to customers at all times.
 - Being polite and friendly on handover and providing excellent car product knowledge and other assistance as required by the customer.

Key skills and experience required:

- Ability to follow work procedures and safety rules
- Good geographical knowledge
- Good interpersonal skills and ability to work and communicate effectively in a team
- Flexible with the ability to adapt to change at short notice
- Knowledge of relevant Road Traffic Acts
- Ability to use technology and complete online paperwork as required
- Excellent customer service skills
- Flexibility to work shifts and weekends (we operate 7 days a week so shift patterns will include weekday and weekend working, early starts and late finishes)
- Held a full clean driving license of over 2 years
- Passion to be an ambassador for the LCH brand, positively applying our company values.
- Possessing a drive for improving revenue and business growth.

GOING THE EXTRA MILE



Interview process:

- Shortlisted candidates will be invited to a screening call, after which there will be a 2-stage interview process.
- Please note we are unable to offer visa sponsorship so all applicants must be eligible to work in the UK and standard DBS checks are required as part of the onboarding process.

The package:

- 25 days holiday plus bank holidays (FTE per annum)
- Auto enrolment in pension scheme
- Department specific rewards
- Annual Profit share scheme
- Additional staff benefits (Electric Car Scheme, Bike to Work Scheme, Buy & Sell Holiday etc).

If you think you could be a great fit for our team and you have experience of delivering high quality service, and finding effective solutions for customers, please apply for this role using the 'Apply' link to submit your CV. The HR team will contact you if you have been shortlisted for interview. Due to the number of applications we receive, we may not be able to respond to all unsuccessful candidates. If you have any questions, please contact us on hr@lchltd.com.



COLLABORATION



EMPATHY



IMPROVEMENT



INTEGRITY



OWNERSHIP



POSITIVITY

We reserve the right to close this vacancy at any time. We aim to respond to all applicants but this may not always be possible.

GOING THE EXTRA MILE