



<https://home-hardware.co.uk/job/vandriver-salesassistant35hours-helensburgh-06032025-2-2/>

Van Driver / Sales Assistant – Helensburgh – 35 Hours

Description

At Wright's Home Hardware we pride ourselves on the outstanding level of customer service we provide to our customers in a friendly and relaxed atmosphere.

As a Delivery Driver your role is to deliver customer orders to the delivery address which has been given at the time of the sale.

As a Sales Assistant your role is to assist the customer and promote sales in accordance with company policy. The role requires flexibility and the ability to adapt to the dynamic, seasonal demands of the business.

- **Applicant has to be 25+ for insurance purposes**
- **Full clean driving license**
- **35 hours per week, Rota to be discussed at interview**

Responsibilities

Van Driver Duties

- Being part of the team creating a friendly and pleasant environment when delivering to the customers of Wright's Home Hardware at all times.
- Taking instruction from the Shop Manager and Assistant Shop Manager regarding deliveries or collections which have to be done.
- A delivery driver timesheet must be completed on a weekly basis.
- Prior to loading the vehicle do a visual check of the tyres and windscreen to ensure fit for driving.
- Plan the most efficient route you will be taking to do your deliveries.
- Ensure that the goods being delivered ties up with the paperwork.
- Load the vehicle safely and securely in accordance to your route.
- Offload the goods to where the customer has requested, making sure that you close all doors and gates' leaving the premises as it was found.
- You are responsible for all the paperwork which has been issued by the shop.
- There are 2 types of deliveries, pre-paid or cash on delivery, you are responsible to ensure that the goods you are delivering have been paid for; this will be clearly marked on the delivery slip.
- Money received for cash on delivery orders must be returned to the Shop Manager or Assistant Shop Manager.
- Escalate all customer feedback or complaints to the Shop Manager or Assistant Shop Manager.
- All intercompany transfers must be treated as a priority as customers are waiting for these goods.
- All paperwork must be returned to the shop in a clean dry state.
- The oil and water levels must be checked once per week.
- The van must be cleaned and brushed out once per week.
- At no time must the van be left unattended with the engine running or the keys inside.
- You must drive safely and within statutory speed limits at all times.

Wrights Home Hardware

Job Location

8-10 Sinclair Street, G84 8SU, Helensburgh

Rota

35 Hours Per Week

Pay Rate: £12.79 per hour

Responsible To

Shop Manager, Assistant Manager, Area Manager

Job Benefits

Generous staff discount across all products stocked

Work place pension with The People's Pension

Date posted

May 20, 2026

APPLY NOW

- Dash camera must be used at all times when the van is moving
- Dash camera must be put in the glove box when the van is parked up out of use.
- All accidents or damage to the vehicle must be reported the Shop Manager or Assistant Shop Manager in the first instance.
- Company vehicles MUST only be used for company business.
- Some company vehicles are fitted with vehicle trackers.
- Company vehicles MUST only be driven by authorised employees.
- Company fuel card must only be used for company vehicles and all receipts to be submitted to the Shop Manager or Assistant Shop Manager.
- Carry out any other duties as required from time to time by the Shop Manager or Assistant Shop Manager.

Sales Assistant Duties

- Maintain outstanding housekeeping levels within the shop
- Carry out all duties relating to Health & Safety matters in accordance with the company's Health & Safety Policy Document [in liaison with HR Services Scotland?]
- Carry out all duties relating to Fire Safety matters in accordance with the company's Fire Action Plan
- Being part of the team creating a friendly, pleasant and welcoming environment for customers instore
- Serving customers in a pleasant and courteous manner ensuring their wellbeing
- Ensure stock items are filled up daily, keep shelving tidy and assisting with product display
- Correctly price and code merchandise according to company guidelines ensuring price tickets are well displayed ensuring missing tickets are replaced
- Deal with incoming telephone calls from customers and colleagues using the company salutation
- When taking breaks ensure that a member of staff is in the sales area
- Escalate all shop complaints / faulty products to the Shop Manager or Assistant Shop Manager
- Work as a team to maintain a high level of cleanliness and order in the full shop in accordance with Health and Safety Regulations and Guidance
- Work as part of a team to maintain the correct stock levels on your shop stock control system; this involves daily checks of empty spaces, seasonal stock checks and a full annual stock check
- Maintain reserve stock in the storeroom ensuring that it is easily identifiable, rotated and in a tidy organised manner
- Notifying the Shop Manager when stock levels are low or if particular products are selling very quickly
- Checking in deliveries accurately from Home Hardware (Scotland) Ltd and other suppliers as well as putting away stock
- Assist customers on range, variety and suitability ensuring the purchase meets their requirement
- Ensure that all purchases are charged at the correct price and paid for by customers and staff members
- Be responsible for operating the cash register, handling cash, credit / debit cards and customer credit accounts issuing receipts with accuracy ensuring the security of the cash register at all times
- Deal with exchanges and refunds in line with company policy
- Assisting the customer with special product orders and processing these to Home Hardware (Scotland) Ltd or through other direct suppliers

Skills Required

Essential

- **Full clean Drivers License**
- Excellent customer service skills.
- Organisational skills and the ability to multitask.
- Good time keeping.
- High level of personal hygiene.
- Comply at all times with the company dress code.
- **Flexible in the hours you are able to work.**
- Good communication skills.
- Comply at all times with the company Health & Safety policy.
- **This position involves constant heavy lifting 25kg**
- The candidate must be fit and strong.

Desirable

- Fork lift training (this will be provided if not qualified already)