

## Delivery Assistant

Delivery assistants travel with van drivers delivering a wide range of goods. They help the driver to load and unload goods from the van. They are sometimes called driver's assistants or driver's mates.

### The Work

You could be:

- helping to load goods into the van for delivery to customers
- making sure that the goods are loaded securely and will not move or get damaged in transit
- helping to find the best route for the journey by map reading or using either satellite navigation (satnav) or global positioning system (GPS) software
- guiding the van driver to reverse and park
- unloading the van and carrying the goods into the customer's premises or home
- getting POD (point of delivery) signatures and perhaps taking payment or orders
- building or assembling furniture or other equipment on site in some cases
- helping to clean the vehicle.

### Pay

The figures below are only a guide. Actual pay rates may vary, depending on:

- where you work
- the size of the company or organisation you work for
- the demand for the job.

Starting pay is often based on the National Minimum Wage (NMW) or the National Living Wage (NLW).

As of 1 April 2025 the National Minimum Wage is £7.55 an hour for workers under 18, £10.00 an hour for workers aged 18 to 20. The National Living Wage for those aged 21 and over is £12.21 an hour. This may rise to around £9.50 an hour with experience.

### Conditions

- You might work for manufacturing companies, wholesalers, retailers or parcel delivery companies.
- You might travel locally or over longer distances.
- You have to spend a lot of time sitting in the van during long journeys.
- You will be moving and lifting heavy or bulky goods.
- You may have to work evenings and weekends.
- You might wear protective clothing and possibly a uniform.
- You may have to spend nights away from home.

### Getting In

- A good general education is useful, including a reasonable standard in English and maths.
- Some knowledge of vehicle mechanics can be helpful.
- You need to be fit to lift heavy loads.
- A driving licence is preferred and often required. If you are going to learn to drive, you must be at least 17 years of age to qualify for a driving licence.

There are currently few opportunities for delivery assistants who don't have a driving licence.

## What Does It Take

You need to be:

- honest and reliable
- able to follow instructions
- polite and able to deal with complaints
- physically fit
- able to work to deadlines.

You need to have:

- good communication skills
- knowledge of health and safety
- good teamworking skills.

## Training

- You would train on the job with an experienced driver.
- You would learn about the delivery routes you would work on and about the suppliers and customers you would visit.
- You may also attend short courses covering topics such as health and safety and manual handling and lifting.
- It would be useful to learn to drive and gain a driving licence.

## Getting On

- After sufficient experience, and if you gain your driving licence, you may be able to train to be a van or truck driver.
- However, you may not be able to complete this until you are at least 21, or even 25, because of the high cost of insurance for younger drivers.

## Contacts

### Road Haulage Association (RHA)

Tel: 01733 261131

Website: [www.rha.uk.net](http://www.rha.uk.net)

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Facebook: [www.facebook.com/RoadHaulageAssociation](https://www.facebook.com/RoadHaulageAssociation)



## Statistics

Employment Status : Not available this career.

### Past Unemployment - Scotland

No Claimant statistics available for Scotland.

Predicted Employment Statistics : Not available this career.