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| **Job Title** | Section Leader |
| **Business Unit** | Digital |
| **Department.** | Scanning |
| **Location** | Wolverhampton (travel may be required) |
| **Reports to (direct)** | Supervisor |

###### MAIN PURPOSE OF JOB

The main purpose of the section leader is to coordinate the day to day running of the production team, ensure adherence to compliance standards and EDM policies.

You will be a key member of the production team effectively working with other members of the Production Departments to meet strict SLA’s.

###### KEY TASKS

* Support the line manager in coordinating and the implementation of day-to day activities for the department.
* Work collaboratively in a multi-faceted environment to provide leadership and guidance to the team, leading by example.
* Accept responsibility in the absence of the line manager of designating tasks to team members, overseeing operations of and motivating the workforce to ensure competency in their activities.
* The first point of contact for the team in dealing with enquiries and conflicting priorities raised by line manager.
* Coach, advise and motivate team members to attain a high level of personal and professional achievement in line with business requirements.
* Enforce EDM set policies, procedures and health and safety guidelines and ensure the team’s compliance towards these policies.
* Monitor the team’s performance in achieving set objectives in the team’s performance, escalate rising concerns to the line manager to identify training needs in order to develop a plan of action to improve efficiency.
* Report daily metrics to line management.
* Raise any concerns with regards to Equal Opportunity, bullying and harassment and bribery issues.
* Contribute to the Companies Environmental Policy by being aware of the resources required to undertake this work and making sure that resources are not wasted and are disposed of in a sustainable way.
* Follow safe working practices and assist in the maintenance of good housekeeping standards, in order to achieve a safe and healthy working environment.
* To contribute to, participate in and attend appropriate meetings and training courses as required.
* Inform, update and escalate areas of concern to the Line Manager / Senior Line Manager.
* The job holder may be asked at times to carry out other duties not necessarily listed in this job description, but which are commensurate with this position

**COMPLIANCE REQUIREMENTS**

* Completion of all mandatory ISO management system and BS 10008 awareness training is required to be completed on annual basis.
* Compliance with ISO 9001 Quality Management, ISO 45001 Occupational Health & Safety, ISO 27001 Information Security, BS 10008 Evidential Weight & Legal Admissibility Management system requirements as defined in all applicable policies, procedures, and training & awareness requirements.
* Adherence to the company Acceptable Use Policy.

**SKILLS, KNOWLEDGE & EXPERIENCE REQUIRED**

* Ability to provide resolutions to problems.
* Good experience with leading a team.
* Ability to motivate and coach a team.
* Able to handle customer complaints in a courteous manner and offer resolutions to problems.
* Previous experience in leading and managing a team.
* Experience working in a fast pace environment.

**DOCUMENTATION**

* Deal with confidential and sensitive data for employees, customers, clients.
* Completion of all mandatory ISO management system and BS 10008 awareness training is required to be completed on annual basis.
* Compliance with ISO 9001 Quality Management, ISO 45001 Occupational Health & Safety, ISO 27001 Information Security, BS 10008 Evidential Weight & Legal Admissibility Management system requirements as defined in all applicable policies, procedures, and training & awareness requirements.
* Adherence to the company Acceptable Use Policy.

**OTHER INFORMATION:**

**LINE MANAGEMENT RESPONSIBITILIES:**

* Operators

**CONTACT WITH OTHERS:**

* Primarily:
  + - Line Managers, Supervisors, Section Leaders and Employees
    - Agencies or suppliers
* As required:
  + - Functional Heads of Departments
    - Directors
    - Auditors

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| **Post Holder**  Name: ……………………………..………………………..  Signature:…………………………………………  Date:……………………………………………… |

**The company reserve the right to amend or update this job description as the demands of the business develop. A copy of the signed job description should be returned to your local People Team.**