



Job Title	Operational & Service Delivery Manager
Business Unit	Restore Harrow Green
Department	Operations
Location	Croydon
Reports to	Head of Relocation Services – South London

Main Purpose of Job

Responsible for coordinating and guiding the operations team to deliver seamless, customer-focused relocation services, the role requires a hands-on approach working with the Assistant Operations/ Warehouse Manager to ensure efficiency, quality, and client satisfaction at every stage. By balancing day-to-day service execution with long-term strategy, this position must deliver innovative solutions, drive team performance, deliver operational excellence, and champion business growth.

Key Tasks

Service Delivery:

- To oversee daily service operations while developing and implementing localised strategies aimed at delivering an exceptional customer experience, enhancing customer engagement, and driving satisfaction.
- Manage, train, and support on-site colleagues, fostering a high-performance culture that prioritises quality and professionalism.
- Monitor and analyse key performance indicators (KPIs) related to service levels, customer satisfaction, and operational efficiency, using insights to drive improvements. Able to compile and present operational reports to senior management and stakeholders as required.
- To address and resolve customer inquiries, complaints, and escalations in a timely and efficient manner, including on site meetings to ensure positive outcomes and customer retention.
- Actively monitor the execution of relocation tasks, providing guidance and support to the team on-site, and guaranteeing that service delivery meets customer expectations and Company standards.

Operations Management:

- Collaborate with senior management to ensure site operations align with broader organisational goals and objectives, contributing to overall business success.
- Analyse operational data to identify trends and provide actionable recommendations for optimising resources, improving productivity and maintaining high service quality.
- Establish strong interdepartmental contacts to effectively coordinate with various departments and ensure smooth, efficient operations across the business, driving collaboration and alignment to achieve operational goals achieving financial targets.
- Proactively understand and engage with the team to identify individual strengths and areas for growth. Promoting an environment that encourages and supports development which enables the team to perform to their potential while contributing to overall operational success.
- Empowering the team to feel confident in constructively challenging, sharing insight, offering solutions and providing feedback that actively contributes to better outcomes, continuous improvement and optimal results.



Skills, Knowledge & Experience Required

- Strategic thinking and planning skills – able to identify issues, think critically and find effective solutions to operational challenges and quality service assurance.
- A continuous improvement approach to all processes will be required.
- Able to effectively prioritise multiple tasks in a fast-paced environment.
- Proficient in using Microsoft Office Suite and other relevant software/tools.
- Strong project management and organisational skills.
- Customer First approach – establishing and maintaining strong relationships.
- 5+ years of experience in operations management, service management, or a similar role.
- Strong leadership skills with experience in managing and developing teams, establishing strong working relationships and being visible to the team.
- Excellent analytical, problem-solving, and decision-making abilities.
- Strong communication and interpersonal skills, with the ability to collaborate effectively with stakeholders at all levels.
- Proven track record in driving operational efficiency, managing budgets, and achieving performance targets.
- Familiarity with industry regulations and compliance requirements.
- CPC licence desirable
- Previous management experience essential

*** The above is not an exhaustive list but an outline of your duties. All Restore employees need to be aware that they may be asked to perform tasks and be given responsibilities as reasonably requested.

Compliance Responsibilities

- Adhere to all Company Policies and Procedures contained in the Codes of Conduct, Information Security, Environmental, Health and Safety and Quality Management Systems
- Report any Health & Safety, Quality, Information Security, Environmental and Business Continuity & Disaster Recovery incidents to your supervisor/line manager

Managers are responsible for training staff on Company Policies and Procedures contained in Health & Safety, Quality, Information Security, Environmental and Business Continuity & Disaster Recovery Management Systems.

APPROVALS:

Line Manager

Name:

Signature:.....

Date:.....

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 the People Services Team via the Helpdesk by raising a query using the following link <https://peopleserviceshelpdesk.restoreplc.com>.