

Job Title	Service Delivery Team Lead
Department.	Restore Information Management
Location	
Reports to (direct)	
Tier	T1 Sites Only

MAIN PURPOSE OF JOB

- The main purpose of the SD lead along with the rest of the Operational Team is to **TRACK**, **CHECK** and **PROTECT** our customer information at all times.
- The Service Delivery Team Lead is responsible for supporting the SD Supervisor (G2), Operations Managers (G1) and the Operations Team in ensuring the prompt and accurate processing of customer work on site.
- As the SD Team Lead, you will be the expert to support the operations team in the prompt and accurate completion of requested services by customers in line with the team targets.

KEY TASKS

- To be the expert in supporting the operational work processes through the Supervision of staff.
- To feedback to the SD Supervisor on the process efficiency of the team and give any insights into how things could improve.
- To co-ordinate the daily operational activities to meet business as usual requirements and deadlines.
- To ensure a high level of housekeeping standards are maintained.
- Promote the Restore image and brand by wearing a clean, neat, and tidy uniform or PPE as provided.
- Ensure you are compliant with all Company Policies including Health & Safety, Quality, Information Security, Site Security, Environmental and Business Continuity, Disaster Recovery Management Systems and People Policies.
- To ensure colleagues are following the required processes as documented in the SOP manual, ensuring the highest standards of accuracy and attention to detail and to give guidance to colleagues who need further support.
- Report any Health & Safety, Quality, Information Security, Environmental and Business Continuity & Disaster Recovery incidents or near misses to your SD Supervisor or Service Delivery/Site Manager immediately.
- Completion of required health and safety and compliance training.
- Completion of any required internal DBS checks or higher-level security checks where appropriate.

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- Ensure records are picked, handled, processed and stored/disposed in the appropriate manner.
- Ensure correct use of operational management system and support any colleagues that may need further training on this.
- Role model and work within the Restore values and behaviors and give recognition to those doing a good job.
- To support when an audit is taking place and be aware of any follow up actions needed following an internal audit.
- To support the site with communications and be fully aware of what is happening in the wider business through monthly briefings and circle.
- Provide a high level of customer care and customer service in line with any KPIs and the Restore Customer Promises and be seen as leading by example.
- Ensure all relevant vehicle / equipment safety checks are being completed and report any vehicle or equipment failures or faults.
- Treat all Company property with care and consideration to prevent accidents and encourage colleagues to follow these behaviours.
- Assist with any daily tasks as instructed in support of operations
- Ensure colleagues are recording work accurately and work is processed in order, aligned to the operational plan.
- Ensure all client information and documents are kept secure and confidential at all times.
- Ensure all work spaces are clean, tidy and free from hazards.
- Carry out any other relevant duties as requested by your Line Manager to ensure effective operational performance.

SKILLS, KNOWLEDGE & EXPERIENCE REQUIRED

- Organisation skills – with the ability to work to deadlines

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- Accuracy and attention to detail
- Good verbal and written communication skills
- Excellent team-working skills
- Develops self and others
- Delegation skills
- Experience or aspiration of Supervising a team
- Good IT skills
- Interpersonal skills
- Flexible attitude
- Solutions orientated
- Knowledge of the O'Neils system
- Full driving license (preferable)
- Experience of working in a warehouse environment

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

APPROVALS:

Line Manager

Name:

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Signature:.....

Date:.....

Post Holder

Name:

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Signature:.....

Date:.....

The company reserve the right to amend or update this job description as the demands of the business develop.

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