Job Title	Operations & Subcontractor Administrator
Department.	Operations
Location	South Kirkby
Reports to (direct)	Depot Manager

MAIN PURPOSE OF JOB:

Reporting to the Depot Manager, the Operations & Subcontractor Administrator is responsible for supporting the efficient day-to-day running of depot operations, coordinating both internal drivers and subcontracted resource to ensure customer services are delivered safely, on time, and in line with business expectations.

The role acts as a central point of control within the depot, managing service activity, customer requirements, and operational administration, while supporting the engagement, scheduling, and performance of subcontractors. Through effective planning, communication, and problem solving, the post holder plays a key role in maintaining service performance, customer satisfaction, and cost control.

KEY TASKS:

- Act as the central coordination point for depot operations, ensuring all customer services, routes, and daily activities are planned and executed efficiently.

- Manage all customer interactions and service requests, ensuring enquiries, changes, and issues are resolved promptly and professionally in line with SLA expectations.

- Plan, review, and optimise daily routes in collaboration with Depot Management, ensuring maximum efficiency, capacity utilisation, and service delivery.

- Allocate and coordinate workloads across Secure Collection Operatives (Drivers), ensuring clear communication of routes, priorities, and any changes throughout the day.

- Maintain proactive communication with drivers, providing support, resolving issues in real-time, and ensuring successful completion of all scheduled work.

- Process all operational data accurately within company systems, including Purchase orders, contracts, route updates, and service amendments.

- Identify and resolve discrepancies in route paperwork, service delivery, or system data, taking ownership to ensure issues are corrected quickly.

- Support daily driver debriefs, ensuring all paperwork, system updates, and operational feedback are captured and actioned.

- Produce and manage all required operational documentation, including customer records, service confirmations, and compliance-related paperwork.

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- Support fleet administration activities, including defect reporting, tachograph records, fuel receipts, and tracking of vehicle-related issues.

- Manage and monitor depot-related administrative processes, including parking fines, system clear-downs, and record keeping.

- Work closely with the Depot Manager to continuously improve operational performance, including route efficiency, service delivery, and customer satisfaction.

- Respond to ad-hoc operational challenges, using initiative and problem-solving skills to maintain service continuity.

- Work closely with all Sales teams, Customers services and Operations across the business to ensure seamless support and implementation of new business, won through Partners, tender, other third parties or direct sales.

- Play a lead role in Co-ordinating specialist contracts and acting as Customer point of contact during the duration of such contracts.

- Mobilise new contracts in line with contractual requirements and in accordance with Restore Datashred's capabilities, processes and procedures

- To support the Subcontractor helpdesk queries and quotes throughout the end-to-end journey.

- To support continual improvement programs of the Mobilisation Management Practices and customer satisfaction/experience and deliver best practice operations within the Restore business and customer locations.

- Maintain effective relationships with Operational stakeholders, ensuring their requirements are understood and their interests are protected, and they are regularly communicated to.

- Provide support to the Mobilisations Manager, assisting with the delivery of customer mobilisations where required.

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

SKILLS, QUALIFICATIONS, EXPERIENCE:

1. Good communication skills, both written and verbal.
2. Excellent telephone manner.
3. Ability to apply the principles of customer care.
4. Highly competent in standard software packages and willing to learn new ones.
5. Ability to prioritise own workload.
6. Must have the ability to maintain confidentiality and discretion at all times.
7. Previous experience in a fast-paced customer focused environment.

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8. Ability to work under pressure showing flexibility when required.

COMPETENCIES:

1. Commitment to delivering excellent customer service.
2. Able to work using own initiative.
3. Problem solving.
4. Achieves/exceeds KPI targets.
5. Takes ownership of tasks
6. Deals empathetically, assertively and politely with internal and external customers

COMPLIANCE RESPONSIBILITIES:

1. Adhere to all Company Policies and Procedures contained in the Health & Safety, Quality, Information Security, Environmental and Business Continuity & Disaster Recovery Management Systems.
2. Report any Health & Safety, Quality, Information Security, Environmental and Business Continuity & Disaster Recovery incidents to your supervisor/line manager.
3. 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.
Managers are responsible for training staff on Company Policies and Procedures contained in the Information Security, Environmental, Health and Safety and Quality Management Systems

 APPROVALS:

Line Manager	**Post Holder:**
Name: ……………………………………………..	Name: …………………………..………………………..
Signature:……………………………………	Signature:……………………………………………
Date:…………………………………………	Date:…………………………………………………

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