





Security Classification: Internal







PLC-Form-003 Job Description Template

Job Title	Site Manager
Business Unit	Restore Information Management
Location/s	
Reports to (direct)	
Tier	
Competency Framework	Functional Leader

### JOB SUMMARY

The Service Delivery Manager will be accountable for the complete Service Delivery across all sites in their remit which includes operations, facilities, health and safety, people, reporting and compliance. The role will oversee assigned sites in their location, will manage service delivery teams and be responsible for the delivery of defined elements of the strategy and operating plans.

Service Delivery Managers are the conduit between Senior Managers, Leaders of other business functions and Colleagues across the business who ensure we deliver for our customers and who keep the business running smoothly.

The role requires coaching and managing teams to deliver objectives in line with targets, customer SLA's, quality and performance standards.

### MAIN DUTIES AND RESPONSIBILITIES

#### **SERVICE DELIVERY:**

- Accountable for the Service Delivery across all sites in their remit.
- Ensuring prompt and accurate completion of all service requests by customers in line with operational plan
- Develop and maintain the relationship with all internal and external stakeholders.
- To ensure the sites operate in accordance with the SOP68.
- To continually look to improve on process efficiency, cost savings and maximisation of revenue opportunities.
- Scoping customer solutions.
- Accountable for the P&L of the site-

#### H&S:

- Accountable for the safety and maintenance of critical infrastructure for your sites and ensuring the security of the facility.
- To operate in accordance with the Doc-500 policy documents
- Promoting and ensuring all colleagues', visitors', and contractors' safety in accordance with the site H&S compliance procedures.
- Ensure all equipment and vehicles have regular inspections and report any safety issues.
- Ensure colleagues are fully trained prior to operating any equipment.
- To regularly monitor and ensure colleagues are completing any mandatory safety and compliance training.
- To monitor the wellbeing of all colleagues across all sites.

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	002	31/5/23	Narinder Sharma	04/01/21	Head of People Operations	People Consultants	Page <b>1</b> of <b>1</b>
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#### PEOPLE:

- To manage, motivate and continually develop the operations teams.
- To set team and individual targets in order to meet organisational goals through regular one to one meetings.
- To communicate organisational goals and strategies through regular team briefings.
- To plan for any resources needed and forecast according to the needs of the business within the appropriate consideration to site headcount, equipment and targeted budgets.
- Drive a high performing culture ensuring plans are in place to develop colleagues with high potential and pro-actively address those in the under-performing category.
- Ensure that any HR matters are dealt with promptly in accordance with our People Policies.
- To role model and work within the Restore values, competencies and behaviours and set the cultural tone of the team.
- To use coaching as a way to develop and grow colleagues' performance and capabilities.
- To have a change Management mindset.
- To target continual improvement with your team.

#### REPORTING:

- To provide accurate and timely MI in line with SLA's and upon request from Senior Management.
- To report on and manage budgets in line with forecast.
- To report any Health & Safety, Quality, Information Security, Environmental and Business Continuity & Disaster Recovery incidents.
- Absence / people reporting.

## **COMPLIANCE RESPONSIBILITIES**

- Adhere to all site accreditations that need to be upheld.
- Take the lead on internal and external audits.
- Support the quality team with internal and external audits.
- Ensure compliance regarding code of conduct, quality management systems, business continuity plan, environmental, information security, health and safety, legal admissibility in accordance with the Company guidelines.
- To ensure ways of working are adhering to the ESG (Environment Social Governance).
- Accountable for any operational exceptions.
- Accountable for any non-conformance resolution as a result of any audit.

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# SKILLS, KNOWLEDGE & EXPERIENCE REQUIRED

- Level 3 apprenticeship in Leadership and Management or equivalent (desirable)
- Coaching style of leadership
- IOSH trained (desirable but can be trained internally)
- Knowledge of operational Management systems
- Broad understanding of people policies and practices
- Data driven decision making
- **Excellent communicator**
- Organisational skills
- Experience of leading and developing a team
- Develops self and others
- Self-Awareness
- Works with others
- Drives change
- Delivers strategy
- Commercially aware

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

APPROVALS:	Post Holder
<u>Line Manager</u>	Name:
Name:	Cignotura
	Signature:
Signature:	Date:
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.

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