

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.

Issue Number	Issue Date	Reviewed By	Last Review Date	Approved By	Document Owner	Pages
002	31/5/23	Narinder Sharma	04/01/21	Head of People Operations	People Consultants	Page 1 of 1
Uncontrolled if printed						
revised to allow 1 template to be used across 5 Business Unit's --- change of document ownership to People Operations						

Issue Number	Issue Date	Reviewed By	Last Review Date	Approved By	Document Owner	Pages
002	31/5/23	Narinder Sharma	04/01/21	Head of People Operations	People Consultants	Page 1 of 1
Uncontrolled if printed						
revised to allow 1 template to be used across 5 Business Unit's --- change of document ownership to People Operations						

Issue Number	Issue Date	Reviewed By	Last Review Date	Approved By	Document Owner	Pages
002	31/5/23	Narinder Sharma	04/01/21	Head of People Operations	People Consultants	Page 1 of 1
Uncontrolled if printed						
revised to allow 1 template to be used across 5 Business Unit's --- change of document ownership to People Operations						