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| **Job Title** | Supervisor |
| **Business Unit** | Harrow Green  |
| **Department** | Operations |
| **Location** |  |
| **Reports to (direct)** |  |

###### MAIN PURPOSE OF JOB

Moving, relocating, and installing client’s effects and Company property carefully and safely without damage to new premises, recycling centres or via storage whilst maintaining excellent customer service in line with Company policies, processes and best practices.

Leading, managing and motivating small through to large teams and/or managing a large project. Working with other Supervisors and Move Managers to deliver multi-site projects and larger projects/moves.

###### KEY TASKS

* Ensuring the safe loading and transportation of all furniture and effects.
* Careful handling of all items in line with manual handling and health and safety guidelines.
* Promoting safe working practices and following Company best practice standards.
* Prioritising the protection of client’s premises and property throughout the relocation process.
* Transfer of goods into or out of storage and inventory management.
* Leading on large specialist projects such as moving hospital, laboratory, library or school equipment.
* Moving specialist fine art and furniture.
* Completing regular removals activities as and when required.
* Driving Company vehicles as entitlements allow
* Promoting the Company Mission, Vision, Values: Customer First, Do the Right Thing and Always Flexible
* Educating, training and developing other team members in delivery, emphasising best practice and quality standards.
* Managing and liaising with external contractors during delivery.
* Acting as a client liaison with the on-site team and between different Company departments.
* Providing and assisting on technical advice to support sales and management staff with bid costings and surveys.
* Attendance and contribution to pre-move planning meetings.
* Managing Team Leaders and all other subordinate Colleagues within the team.
* Leading team briefing/debriefing sessions.
* Providing feedback on individual and team performance to management.
* Accountable for ensuring that Company property is returned after job completion and that faults and defects are promptly reported.
* Ensuring that all members of the team dress and act to an appropriate standard to give visitors and clients the correct impression of a quality organisation.

**SKILLS, KNOWLEDGE, QUALIFICATIONS & EXPERIENCE REQUIRED**

* Always punctual, managing your own time and that of your team to effectively achieve deadlines
* Hardworking and able to lead by example
* Physical strength, fitness and endurance for carrying and moving large items, including work on stairs
* Ability to adapt, anticipate change and implement solutions
* Self-motivating, enthusiastic and encouraging
* Able to proactively spot potential pitfalls and assist and direct accordingly to overcome these
* Professional, polite, friendly manner with good written, numeric and verbal communication skills
* Careful and methodical approach to work
* An honest and responsible attitude to other people's property
* A strong team player but who can work on their own initiative
* Effective conflict resolution abilities
* Leading with emotional intelligence and empathy, always approachable
* Empowering others by providing support, guidance and development and growth opportunities to others
* Can manage and motivate a team ranging in size and abilities
* Continually reviewing and suggesting ways to improve current processes for optimum efficiency and cost-savings
* Able to effectively undertake a site survey for small relocation works
* Effective pre-move and post-move meetings with Clients and Project Managers
* The ability to understand the scope of works and to track progress/identify key milestones
* CSCS Card (desirable)
* SSSTS (desirable)
* SMSTS (desirable)
* Full UK Cat B license (desirable)
* Asbestos Awareness (desirable)
* Emergency First Aid at Work (desirable)
* Fire Marshall (desirable)
* Team Leadership NVQ or equivalent (desirable)
* Basic DBS clearance (essential, arranged by Company)
* BPSS clearance (essential, arranged by Company)

\*\*\* 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.

**OTHER INFORMATION**

* Working to the needs of the business across the week, which will include weekends or evenings.
* Moves between longer distances could involve overnight stays in lodgings or in a vehicle whether in the UK or overseas.

**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.

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| **APPROVALS:****Line Manager** Name: ……………………………………….………...Signature:…………………………………..…………Date:……………………………………………….…… | **Colleague**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>**.**