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| Job Title | Senior Operator  |
| Reports To | Section Leader |
| Location | Village Way, Planetary Road or Stockport.  |
| Main Purpose and Nature of the JobKey Duties | The main purpose of the Senior Operator is to coordinate the day to day running of the production team, ensure adherence to compliance standards and EDM policies.You will be a key member of the production team effectively working with other members of the Mailroom Departments to meet strict SLA’s.* Support the Section Leader in coordinating and the implementation of day-to day activities for the department.
* Work collaboratively in a multi-faceted environment to provide leadership and guidance to the team, leading by example.
* Accept responsibility in the absence of the Section Leader of designating tasks to team members, overseeing operations of and motivating the workforce to ensure competency in their activities.
* The first point of contact for the team in dealing with enquiries and conflicting priorities.
* Coach, advise and motivate team members to attain a high level of personal and professional achievement in line with business requirements.
* Enforce EDM set policies, procedures and health and safety guidelines and ensure the team’s compliance towards these policies.
* Train new staff members on machine operations and specific processes to effectively maintain quality of documents whilst ensuring customers requirements are met and completed within agreed timeframes.
* Monitor the team’s performance in achieving set objectives in the team’s performance, escalate rising concerns to the Section Leader to identify training needs in order to develop a plan of action to improve efficiency.
* Report daily metrics to Section Leader
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| Key Skills | * Ability to provide resolutions to problems.
* Good experience with leading a team.
* Ability to motivate and coach a team.
* Able to handle customer complaints in a courteous manner and offer resolutions to problems.
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| Core Competencies | Customer focus: Able to communicate with internal customers.Communication skills: Excellent written and verbal communication and able to tailor communication to various stakeholders.Leading by example: Able to manage, motivate and improve team performance.Target driven: Able to demonstrate a track record of success from experience.Solution-driven: Demonstrating initiative and problem-solving abilities when encountering issues instead of focusing on the identification of problems. |