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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 Job  Key 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 |
| 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. |