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| **Job Title** | Service Delivery Supervisor (G2) |
| **Business Unit** | Restore Records Management |
| **Location** |  |
| **Reports to (direct)** |  |
| **Tier** |  |
| **Competency Framework** | First Line Manager |

###### JOB SUMMARY

The Service Delivery Supervisor (G2) is responsible for supporting the Service Delivery Manager and the Service Delivery Supervisory (G1) with the running of operations on a day-to-day basis. Supporting with the processes at site level, making sure our customers receive the best service provided and the site remains focused on adhering to all quality procedures in place.

The role requires support in leading the service delivery team on a day-to-day basis, ensuring prompt and accurate completion of requested services in line with expectations and team targets.

**MAIN DUTIES AND RESPONSIBILITIES**

**SERVICE DELIVERY:**

* Support the completion of all service requests by customers.
* Develop and maintain the relationship with all internal and external stakeholders.
* Support the Service Delivery Manager and Service Delivery Supervisory (G1) in adhering to the SOP68 guidelines.
* To feedback on process efficiency, cost savings and maximizing of revenue opportunity.

**PEOPLE:**

* Being involved in the Service Delivery Teams day-to-day activity, and oversee all aspects of colleague development, team performance and absence management.
* Support in the communication of our goals and in order to drive the performance of the business through regular team briefings.
* Review performance of colleagues and identify training needs.
* Support with regular one to one sessions.
* Ensure that any HR matters are dealt with promptly.
* To keep your Manager informed of any foreseeable resourcing challenges and work with them to plan accordingly.
* To role model and work within the Restore values, competencies and behaviours and set the cultural tone of the team.

**H&S:**

* To assist in monitoring the completion of any mandatory safety and compliance training.
* To assist in ensuring the site operates in accordance with Doc-500 policy document.
* Ensuring all colleagues’, visitors’, and contractors’ safety in accordance with H&S legislation.
* Ensure all equipment and vehicles have regular inspection and report any safety issues.
* Ensure colleagues are fully trained prior to operating any equipment.

**REPORTING:**

* Report any Health & Safety, Quality, Information Security, Environmental and Business Continuity & Disaster Recovery incidents.

**COMPLIANCE RESPONSIBILITIES**

* Support in adhering to all site accreditations that need to be upheld.
* Support with internal and external audits.
* Ensure compliance regarding code of conduct, quality management systems, BCP, environmental, information security, legal admissibility in accordance with the Company guidelines.
* Support with any follow up actions needed following an internal audit.
* Support with any follow up with any O’Neil exceptions.
* Support with operational issues.

**SKILLS, KNOWLEDGE & EXPERIENCE REQUIRED**

* IOSH trained (desirable but can be trained internally)
* An understanding of the people policies and practices
* Good communicator
* Knowledge of Microsoft Office Suite
* Organisational skills
* Experience of leading a team
* Develops self and others
* Drives change
* Knowledge of O’Neils Management System

\*\*\* 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.

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| **APPROVALS:**  **Line Manager**  Name: ………………………………………………...  Signature:……………………………………  Date:…………………………………………… | **Post Holder**  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 your local People Team.**