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| **Job Title** | Service Delivery Supervisor (G1) |
| **Business Unit** | Restore Records Management |
| **Location** |  |
| **Reports to (direct)** |  |
| **Tier** |  |
| **Competency Framework** | First Line Manager |

###### JOB SUMMARY

The Service Delivery Supervisor (G1) is responsible for the safety and maintenance of critical infrastructure for the site and ensuring the security of the facility.

Responsible for all colleagues on site and the running of operations on a day-to-day basis. Controlling the processes at site level, making sure the customers receive the best service provided and the site remains focused on adhering to all quality procedures in place.

The role requires managing the operations team and supporting them in delivering the objectives, targets and service.

**MAIN DUTIES AND RESPONSIBILITIES**

**SERVICE DELIVERY:**

* Ensure prompt and accurate completion of all service requests by customers in line with the operational plan.
* Develop and maintain the relationship with all internal and external stakeholders.
* To ensure the site operates in accordance with the SOP68 guidelines.
* To suggest and implement process efficiency, cost savings and maximizing of revenue opportunity aligned to Service Delivery Manager expectations.
* Responsible for the safety and security of the site.

**PEOPLE:**

* Managing the team on a day-to-day basis, including all aspects of people management such as employee development, performance and absence management.
* Ensuring that excellent communication of our goals and strategies is a characteristic of daily life in order to drive the performance of the business through regular team briefings.
* Review performance of team members and identify training needs.
* Ensure regular one to one sessions are taking place.
* Ensure that any HR matters are dealt with promptly with the support of your Service Delivery Manager and People Consultant.
* To keep your Service Delivery Manager informed of any foreseeable resourcing challenges and work with them to plan accordingly, ensuring you are line with your operational budget.
* To role model and work within the Restore values, competencies and behaviours and set the cultural tone of the team.

**H&S:**

* Regularly monitor and ensure colleagues are completing any mandatory safety and compliance training.
* Ensure that the site operates in accordance with Doc-500 policy document with the support of your Service Delivery Manager.
* Promote and ensure all colleagues’, visitors’, and contractors’ safety in accordance with H&S legislation and company policies.
* Ensure all equipment and vehicles have regular inspection and report any safety issues.
* Ensure team members are fully trained and competent prior to operating any equipment.

**REPORTING:**

###### Completing and maintaining all relevant site reports that are requested with the support of your Service Delivery Manager.

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

**COMPLIANCE RESPONSIBILITIES**

* Adhere to all site accreditations that need to be upheld.
* Support the Service Delivery Manager and quality team 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.
* Responsible for operational exceptions.
* Responsible for any non-conformance resolution as a result of any audit with the support of your Service Delivery Manager.
* Ensure all start of shift and end of shift checks are carried out satisfactorily.
* Resolution of operational issues.

**SKILLS, KNOWLEDGE & EXPERIENCE REQUIRED**

* Level 3 apprenticeship in Leadership and Management or equivalent (desirable)
* IOSH trained (desirable but can be trained internally)
* An understanding of the people policies and practices
* Good communicator
* Works with others
* Self Awareness
* Knowledge of Microsoft Office Suite
* Organisational skills
* Experience of leading a team
* Develops self and others
* Drives change
* Commercially aware

\*\*\* 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.**