Datashred

Job Title	Operations Manager
Sub Business Unit	Restore Datashred
Department.	Operations
Location	
Reports to (direct)	Depot Manager

About Restore PLC

Restore PLC is the UK's largest independent document and business lifecycle services provider, We provide integrated information and data management, business digitisation, secure recycling of paper and technology assets. Restore provides mission-critical services through three specialist divisions, operating from over 80 UK locations.

About Restore Datashred

Restore Datashred is one of the UK's leading providers of secure document destruction services. We specialise in the secure shredding of paper, digital media, textiles, and products, alongside a wide range of recycling services. Our work helps organisations protect confidential information, meet their compliance obligations, and manage unwanted materials securely and sustainably. With secure facilities and a nationwide network, we provide reliable services to customers across the UK.

Role Purpose:

To take day-to-day responsibility for the depot's service delivery operation, ensuring all customer services are planned and completed safely, efficiently and in accordance with Restore Datashred procedures and contractual requirements.

The Operations Manager is responsible for managing the performance of the service delivery function, including drivers, operational administration, routing and scheduling, vehicle utilisation, transport compliance, customer service and operational productivity.

Working closely with the Warehouse Production Manager, the role will ensure that service delivery and warehouse production activities are effectively coordinated to support the overall performance of the depot.

The Operations Manager will support the Depot Manager in achieving agreed operational, financial, safety and customer service objectives, taking ownership of day-to-day operational decisions within their agreed authority.

Key Tasks:

Service Delivery & Customer Performance

- Take day-to-day ownership of the depot's service delivery operation, ensuring customer collections and services are completed safely, on time and in accordance with contractual requirements.
- Monitor daily service performance, identifying and addressing missed, failed, delayed or at-risk services.
- Ensure appropriate action and customer communication takes place where services cannot be completed as planned.
- Investigate service failures and customer complaints, identifying root causes and implementing corrective actions to prevent recurrence.
- Maintain high standards of customer service and ensure operational issues are escalated appropriately.
- Work closely with Sales, Customer Services and other support functions to resolve service issues and support customer requirements.
- Regularly review service delivery arrangements to ensure they remain achievable, efficient and cost-effective.

Routing, Scheduling & Resource Planning

- Take ownership of daily route planning, scheduling and the effective deployment of drivers and vehicles.
- Ensure workloads are balanced against available resources, vehicle capacity, geography and customer requirements.

- Monitor route efficiency, visits per driver per day, mileage, driver hours and vehicle utilisation.
- Identify opportunities to improve productivity, reduce unnecessary mileage and minimise avoidable overtime.
- Ensure changes to routes, schedules and operational priorities are communicated effectively.
- Plan resource requirements, including holiday cover, absence, recruitment and contingency arrangements.
- Use operational systems and performance information to support planning and decision-making.

People Management & Leadership

- Provide visible day-to-day leadership and management of drivers and operational administration employees.
- Set clear expectations around safety, customer service, productivity, attendance, conduct and compliance.
- Ensure employees are appropriately trained, competent and equipped to carry out their duties.
- Manage attendance, absence, resource availability and employee performance in accordance with Company procedures.
- Address performance or conduct concerns promptly, supporting disciplinary, grievance and other formal processes where required.
- Support recruitment, induction, training and development of employees within the service delivery function.
- Conduct regular team briefings, toolbox talks and operational communications.
- Promote a positive working environment built around accountability, teamwork and continuous improvement.
- Ensure mandatory Company training and e-learning is completed within required timescales.

Fleet & Transport Compliance

- Take day-to-day responsibility for vehicle availability, utilisation and operational readiness.
- Ensure vehicles are operated safely and in accordance with Company procedures and legal requirements.
- Ensure daily vehicle checks, defect reporting and associated records are completed accurately.
- Work closely with the Fleet team and maintenance providers to minimise vehicle downtime.
- Ensure compliance with Drivers' Hours, Working Time, tachograph and relevant Operator Licence requirements.
- Monitor transport compliance performance and take appropriate corrective action where concerns are identified.
- Ensure vehicles and equipment are used appropriately and avoidable damage is investigated.
- Escalate significant fleet, transport or compliance risks to the Depot Manager.

Operational Performance & Cost Control

- Monitor operational performance against agreed KPIs, budgets and service delivery targets.
- Understand and manage the principal costs associated with drivers, vehicles, fuel, overtime and subcontracted services.
- Identify and implement opportunities to improve productivity and reduce the cost-of-service delivery without compromising safety or customer standards.
- Review performance data to identify trends, inefficiencies and areas requiring improvement.
- Ensure operational reporting is completed accurately and within agreed timescales.
- Provide clear explanations and corrective actions were performance falls below expectations.
- Support the Depot Manager with budget preparation, forecasting and operational planning.
- Take ownership of agreed operational improvement initiatives and ensure actions are delivered.
- Health, Safety & Compliance
- Ensure service delivery activities are carried out safely and in accordance with Company policies, procedures and safe systems of work.
- Promote a positive Health & Safety culture and ensure unsafe practices are challenged promptly.
- Ensure accidents, incidents, near misses and unsafe conditions are reported, investigated and addressed appropriately.
- Ensure employees receive appropriate training, instruction and supervision.

- Support internal audits, compliance reviews and the implementation of corrective actions.
- Maintain compliance with relevant transport, waste, environmental and information security requirements.
- Ensure confidential customer materials are handled and transported securely in accordance with Company procedures.

Working with the Warehouse Production Manager

- Work collaboratively with the Warehouse Production Manager to ensure service delivery and production activities are effectively coordinated.
- Agree daily priorities around vehicle movements, unloading, material flows and resource availability.
- Ensure clear communication between drivers, warehouse employees and the production team.
- Support efficient vehicle turnaround and minimise unnecessary waiting time or operational disruption.
- Identify and resolve issues affecting both functions, escalating unresolved matters to the Depot Manager.
- Jointly support depot-wide Health & Safety, employee engagement and continuous improvement activities.
- The Operations Manager and Warehouse Production Manager have separate functional responsibilities and work together as part of the depot management team. Both report directly to the Depot Manager.

*** The above is not an exhaustive list but an outline of all Service Delivery Operational duties. All Restore colleagues are advised that they may be asked to perform tasks and be given responsibilities as reasonably requested.

Decision Making Authority and Control

The Operations Manager is responsible for making day-to-day decisions relating to service delivery, routing, driver deployment, operational priorities and customer service recovery within agreed Company procedures and authority levels.

Decisions involving significant expenditure, changes to employee terms, additional headcount, major operational changes or matters outside agreed authority must be discussed with and approved by the Depot Manager.

Effective communication and consultation with the Depot Manager is essential when making key operational decisions

Skills, Knowledge & Experience required:

- Proven experience managing a transport, logistics, service delivery or comparable operational function.
- Strong leadership and people management skills, with the ability to motivate employees and manage performance.
- Good understanding of transport legislation, Drivers' Hours, Working Time and Operator Licence requirements.
- Experience of route planning, scheduling, driver deployment and resource management.
- Strong understanding of operational KPIs, productivity and cost control.
- Good financial awareness, including budgeting, forecasting and management of operational expenditure.
- Ability to analyse operational data, identify performance issues and implement improvements.
- Strong organisational and problem-solving skills.
- Ability to work effectively under pressure and manage changing operational priorities.
- Good communication skills with the ability to engage effectively with employees, customers and senior management.
- Confident using operational systems, reporting tools and standard IT applications.
- Understanding of Health & Safety, information security and relevant compliance requirements.
- Experience within waste management, recycling, secure destruction or a customer-focused logistics environment is desirable

Essential

Appropriate operational management experience within transport, logistics or a comparable service environment. IOSH Managing Safely qualification, or willingness to complete within an agreed period.

Preferred

Operator Licence Awareness Training (OLAT) or Transport Manager CPC qualification.
Relevant management or leadership qualification.
Experience within waste management, recycling or secure destruction.

Competencies

- Leadership & Accountability – provides clear direction, sets expectations and takes ownership of operational results.
- Customer Focus – ensures customer requirements are understood and services delivered to agreed standards.
- Planning & Organisation – effectively manages resources, schedules and changing operational priorities.
- Commercial Awareness – understands the financial impact of operational decisions and works to control costs.
- Performance Management – uses KPIs and operational information to drive improvements.
- Problem Solving – identifies root causes and implements practical, sustainable solutions.
- Communication – communicates clearly and professionally with employees, customers and management.
- Teamwork – collaborates effectively with warehouse production and wider support functions.
- Safety & Compliance – promotes safe working practices and ensures relevant legal and Company requirements are followed.
- Continuous Improvement – challenges inefficient working practices and supports better ways of working.

Compliance Requirements:

- Adhere to all site accreditations that need to be upheld.
- Support the Depot 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.
- Completion of all mandatory ISO management system and BS 10008 awareness training is required to be completed on annual basis.
- Compliance with ISO 9001 Quality Management, ISO 45001 Occupational Health & Safety, ISO 27001 Information Security, BS 10008 Evidential Weight & Legal Admissibility Management system requirements as defined in all applicable policies, procedures, and training & awareness requirements.
- Adherence to the company Acceptable Use Policy.

Other Information:

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LINE MANAGEMENT:

- Depot Manager

CONTACT WITH OTHERS:

- Primarily:
- Operations Leadership Team, Senior Leadership Team, Warehouse Production Manager, SCO' and other internal Employees

APPROVALS:

Director of People	**Post Holder**
Name: ……...	Name: ……..……..
Signature:……	Signature:……
Date:……	Date:……