

Job Title	Supervisor
Business Unit	Digital
Department.	Scanning
Location	Wolverhampton (travel may be required)
Reports to (direct)	Site Operations Manager

MAIN PURPOSE OF JOB

The main purpose of this role is to oversee the production team and team leaders within the Production department. This will involve liaising with other departments to ensure staff fulfil customer orders within agreed timeframes.

KEY TASKS

- Work collaboratively in a multi-faceted environment to provide leadership and guidance to the team, leading by example.
- Co-ordinate the daily activities of the production team and designated section leaders to ensure smooth output in the finished product that meets customer requirements.
- Set clearly defined objectives for the team and progress towards deadlines.
- Assess the team's performance against specified team KPIs.
- Coach, advise and motivate team members to attain a high level of personal and professional achievement in line with business requirements.
- Strengthen and motivate individual and team performance by identifying performance metrics and using data from performance reviews to identify performance improvement and drive towards high contribution and achievement.
- Coordinating teams in maintaining a methodical and organised approach to work, maintaining attention to detail, maintaining the quality of work whilst working in a pressurised environment meeting deadlines.
- Communicate effectively with other departments such as sales and customer service to understand customer requirements and enhance customer experience.
- Monitor staff absence and timekeeping on a regular basis and take corrective measures by liaising with the HR team.
- Evaluate employees' skills to identify training needs and opportunities for development and maintain up to date training records.
- Attend team meetings to develop document management services, discuss current staff performance in achieving targets, customer satisfaction with orders and areas of improvement.
- Provide monthly feedback reports on issues surrounding production projects and jobs.
- Daily reporting to the Site Manager of arising quality issues and technical issues.
- To contribute to, participate in and attend appropriate meetings and training courses as required.
- The job holder may be asked at times to carry out other duties not necessarily listed in this job description, but which are commensurate with this position.

COMPLIANCE REQUIREMENTS

- Complete all mandatory ISO management system and BS 10008 awareness training annually.

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- Comply with and enforce ISO 9001 (Quality Management), ISO 45001 (Occupational Health & Safety), ISO 27001 (Information Security), and BS 10008 (Evidential Weight & Legal Admissibility) management system requirements.
- Adhere to the company's Acceptable Use Policy.
- Ensure that all staff under supervision adhere to Company Policies and Procedures, including those for Information Security, Environmental, Health and Safety, and Quality Management Systems.
- Report any Health & Safety, Quality, Information Security, Environmental, and Business Continuity & Disaster Recovery incidents to First Line Managers.
- Provide training and support to team members on compliance with Health & Safety, Quality, Information Security, Environmental, and Business Continuity & Disaster Recovery Management Systems.
- Promote safe working practices and maintain good housekeeping standards to ensure a safe and healthy working environment.

SKILLS, KNOWLEDGE & EXPERIENCE REQUIRED

- Ability to work well under pressure.
- Ability to work in a multi-faceted team in a fast-paced customer focused environment.
- Ability to handle a number of conflicting priorities.
- Experience in supervising a team to deliver results.
- Ability to work towards deadlines and a 'can-do' attitude.
- Ability to identify areas of improvements within your area.
- Be a champion for delivering quality customer experience.

OTHER INFORMATION:

LINE MANAGEMENT RESPONSIBILITIES:

- Section Leaders
- Operators

CONTACT WITH OTHERS:

- Primarily:
 - Line Managers, Supervisors, Section Leaders and Employees
 - Agencies or suppliers
- As required:
 - Functional Heads of Departments
 - Directors
 - Auditors

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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.

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