

Job Title	Service Delivery Operative
Department.	Records Management
Location	Coventry Cross Point
Reports to (direct)	Mateusz Nikel - Service Delivery Supervisor G2

MAIN PURPOSE OF ALL SERVICE DELIVERY JOBS INCLUDING WAREHOUSE, DRIVING AND DATA ENTRY DUTIES

- The main purpose of the SD Operations Team is to **TRACK, CHECK** and **PROTECT** our customer information at all times.
- To carry out safe and careful physical and mechanical handling of customer records and provide a high standard of storage, indexing and retrieval services in accordance with the Operations Procedures Manual.
- To be responsible for the collection and delivery of customer documents as directed by line management and according to Company procedures. Always driving to the highest possible standard and obeying all traffic rules and regulations.
- To record, store and retrieve customer files, boxes and documentation to and from warehouse and customer locations.
- To accurately capture and record data using the appropriate Company processes and systems from the stock coming into the warehouse in accordance with the site KPI's.

KEY TASKS

- Ensure the warehouse and other utilised spaces are clean, tidy and free from hazards.
- Promote the Restore image and brand by wearing a clean, neat, and tidy uniform and PPE as provided.
- Ensure you are compliant with all Company Policies including Health & Safety, Quality, Information Security, Site Security, Environmental and Business Continuity, Disaster Recovery Management Systems and People Policies.
- Report any Health & Safety, Quality, Information Security, Environmental and Business Continuity & Disaster Recovery incidents or near misses to your line Manager immediately.
- Completion of required Health & Safety and compliance training.
- Treat all Company property with care and consideration to prevent accidents.
- Completion of any required internal DBS checks or higher-level security checks where required.
- Ensure that you are working to the Operating Procedures and that any exceptional changes to these procedures are authorised before implemented.
- Role model and demonstrate behaviors aligned to Restore values.

- Provide a high level of customer care and customer service in line with any KPIs and the Restore Customer Promises.
- Collect and deliver customer files and documents as directed and follow daily allocated routes in an effective manner.
- Effectively communicate any delays or changes to your schedule if you are driving.
- Carry out all relevant vehicle / equipment safety checks and maintenance according to the Company procedures and report any vehicle or equipment failures or faults.
- Complete relevant paperwork as required, and follow the processes as documented in the procedures manual, ensuring the highest standards of accuracy and attention to detail.
- Ensure correct use of O'Neil Records Management system.
- Ensure records are picked, handled and stored in the appropriate manner.
- Record incoming boxes, files and documents and store in the correct warehouse location.
- Retrieve customer boxes, files and documents in preparation for dispatch or destruction and place in the correct warehouse location and ensure all movements are accurately recorded.
- Prepare documents and process files, boxes or tapes for storage using the appropriate systems we have in place.
- Ensure all customer information and documents are kept secure and confidential at all times.
- Assist in the scanning of customer data in accordance with the scanning procedures.
- Assist with any daily loading and unloading of all Company delivery vehicles as instructed.
- Ensure you are up to date regarding Company information via the Intranet System, and all internal communication mediums including emails, Manager briefings etc.
- Carry out any other relevant duties as requested by your line manager to ensure effective operational performance.

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SKILLS, KNOWLEDGE & EXPERIENCE REQUIRED

- Organisational skills
- Ability to work to deadlines
- Accuracy and attention to detail
- Good verbal and written communication skills
- Good team-working skills
- Basic IT Skills
- Interpersonal skills
- Flexible attitude
- Knowledge of the O'Neil system (desirable)
- Full driving licence (preferable)
- Experience of working in a warehouse environment (desirable)

*** 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.

APPROVALS:

Line Manager

Name:

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Signature:.....

Date:.....

Post Holder

Name:

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Signature:.....

Date:.....

The Company reserve the right to amend or update this job description as the demands of the business develop.

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