



Job Title	Operations Administrator
Sub Business Unit	Restore Datashred
Department.	Operations
Location	Manchester
Reports to (direct)	Operations 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:

Reporting to the Operations Manager, the Operations Administrator plays a key role in the day-to-day coordination of depot operations, ensuring customer services, driver activity, and administrative processes are managed efficiently and accurately.

The role acts as a central point of contact within the depot, supporting service delivery, operational planning, customer communication, and problem resolution to help ensure the depot operates safely, effectively, and in line with business expectations.

Key Tasks:

- Act as the central coordination point for depot operations, ensuring all customer services, routes, and daily activities are planned and executed efficiently.
- Manage all customer interactions and service requests, ensuring enquiries, changes, and issues are resolved promptly and professionally in line with SLA expectations.
- Plan, review, and optimise daily routes in collaboration with Depot Management, ensuring maximum efficiency, capacity utilisation, and service delivery.
- Allocate and coordinate workloads across Secure Collection Operatives (Drivers), ensuring clear communication of routes, priorities, and any changes throughout the day.
- Maintain proactive communication with drivers, providing support, resolving issues in real-time, and ensuring successful completion of all scheduled work.
- Process all operational data accurately within company systems, including Purchase orders, contracts, route updates, and service amendments.
- Identify and resolve discrepancies in route paperwork, service delivery, or system data, taking ownership to ensure issues are corrected quickly.
- Support daily driver debriefs, ensuring all paperwork, system updates, and operational feedback are captured and actioned.

- Produce and manage all required operational documentation, including customer records, service confirmations, and compliance-related paperwork.
- Support fleet administration activities, including defect reporting, tachograph records, fuel receipts, and tracking of vehicle-related issues.
- Manage and monitor depot-related administrative processes, including parking fines, system clear-downs, and record keeping.
- Work closely with the Depot Manager & Operations Manager to continuously improve operational performance, including route efficiency, service delivery, and customer satisfaction.
- Respond to ad-hoc operational challenges, using initiative and problem-solving skills to maintain service continuity.

***** The above is not an exhaustive list but an outline of your duties. All Restore Datahred employees need to be aware that they may be asked to perform tasks and be given responsibilities as reasonably requested.**

Performance Expectations:

- Accurate and timely completion of operational administration.
- Effective support of daily service delivery and route requirements.
- Accuracy and quality of information maintained within Service Geeni and other operational systems.
- Prompt identification and escalation of missed, failed, attempted or at-risk customer services.
- Professional and responsive communication with customers and internal teams.
- Effective coordination with drivers, Operations Managers, Customer Services and other support functions.
- Accurate completion and maintenance of customer, service and operational records.
- Timely resolution and follow-up of operational queries and outstanding actions.
- Compliance with Company procedures, Information Security and confidentiality requirements.
- Completion of mandatory Company e-learning and training within required timescales.
- Attendance, timekeeping and reliability.
- Demonstration of a proactive, organised and customer-focused approach to supporting depot operations.

Skills, Knowledge & Experience required:

- Strong written and verbal communication skills, with a professional telephone manner.
- Good customer service skills with the ability to communicate effectively with customers, drivers, colleagues and management.
- Strong organisational skills with the ability to prioritise and manage multiple tasks in a fast-paced operational environment.
- Good attention to detail with a high level of accuracy when entering, maintaining and reviewing operational information.
- Confident using standard IT systems and software, with the ability and willingness to learn new operational systems.
- Ability to identify issues, investigate information and take appropriate action or escalate where required.
- Ability to work effectively under pressure and adapt to changing operational priorities.
- Ability to work independently while contributing effectively as part of the wider depot team.
- Ability to maintain confidentiality and handle customer and Company information appropriately at all.

Competencies:

- Customer Focus – demonstrates a commitment to delivering a high standard of service to both internal and external customers.
- Ownership & Accountability – takes responsibility for tasks and follows actions through to completion.
- Planning & Organisation – effectively prioritises workload and responds to changing operational requirements.
- Attention to Detail – maintains accurate records and identifies errors or discrepancies.
- Problem Solving – identifies issues, considers appropriate solutions and takes action within agreed levels of responsibility.
- Communication – communicates clearly, professionally and appropriately with customers and colleagues at all levels.
- Teamwork – works collaboratively with drivers, operational management, Customer Services and other support functions.
- Initiative – works proactively and identifies actions required without always needing direction.
- Performance Focus – understands and works towards agreed service levels, deadlines and KPIs.
- Professionalism – remains calm, polite and constructive when dealing with challenging situations or competing priorities.

Compliance Requirements:

- Adhere to all site accreditations that need to be upheld.
- Adhere to all Company Policies and Procedures contained in the Codes of Conduct, 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 your supervisor/line manager
- Adherence to the company Acceptable Use Policy.

Other Information:

All customer information must be treated as confidential and handled only in accordance with authorised Company processes. Employees must not remove, retain, access, view or interfere with customer information except where specifically required as part of their authorised duties.

Any actual or suspected loss, unauthorised access, removal, security breach or inappropriate handling of customer information must be reported immediately to management.

Line Management:

- Operations Manager

Contact with others:

Primarily:

- Depot Manager, Recycling & Production Supervisors & Operatives, SCO's & SCA's, other restore employees

APPROVALS:

Director of People

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 the People Services Team via the Helpdesk by raising a query using the following link <https://peopleserviceshelpdesk.restoreplc.com>