Job Title	Depot Manager
Business Unit	Restore Datashred
Department.	Operations
Location	Scotland - Newbridge
Reports to (direct)	Head of Operations

MAIN PURPOSE OF JOB
To ensure that all aspects of the day-to-day running of the depot are carried out in a safe and efficient manner, in line with Restore Datashred Company procedures, while providing a professional and efficient service to our customers. The Depot Manager will manage the customer service aspect of the depot and will step in when a customer is unhappy with the outcome of an interaction with an employee or experience with a product or service from the business. The Depot Manager has primary responsibility for managing all physical aspects of the whole site and buildings, P&L management, service delivery, production performance, H&S and compliance, the vehicle fleet, site equipment, site visitors and associated staff. You will actively promote the goals of the organisation on a daily basis with all depot employees, while optimising and improving the bottom line of the depot P&L.
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KEY TASKS
• Ensure that all customers are serviced on time and according to their contractual requirements, in a professional and efficient manner.
• Promotion of and adherence to standards of a world class safe working environment.
• Ensure that financial targets are achieved, and operational excellence is delivered on behalf of Restore Datashred with achievement of all KPI's and service targets.
• Strong and effective customer relationships are built using trust and a partnership ethos.
• All staff are managed effectively using policies and procedures leading to a competent, motivated workforce able to continually improve on behalf of the customer.
• To effectively manage all aspects of the operation, ensuring all services to the customer are met and ensuring a culture of continuous improvement is adopted at all locations.
• To ensure all employee relation matters are effectively and proactively managed to company and legal standards and timeframes.
• To identify and implement cost saving initiatives and improvement opportunities and ensure contribution and recognition is duly given where appropriate.
• To conduct regular communications activities on a weekly basis to ensure key messages are cascaded appropriately.
• Ensure that financial targets are achieved, and operational excellence is delivered on behalf of Restore Datashred, with achievement of all KPI's and service targets.
• Ensure that the depot is run at the lowest cost whilst retaining a high quality of service.
• Ensure that quality of service levels are maintained at an agreed level and all staff are working towards the same objective.
• Ensure that customer complaints are investigated, and appropriate action is taken to avoid repeats.
• Report all operational issues / failures / customer issues to the Head of Operations.
• Regularly review the depot service delivery propositions to ensure they are achievable, relevant and cost effective.
• Ensure that all relevant reports are delivered within agreed timeframes to customers or management as appropriate.
• Ensure that all operation staff achieve maximum productivity and effectiveness.
• Ensure the recruitment, appraisal, discipline and training of staff who report to you is carried out according to company policy and all relevant legislation.
• Ensure all employees follow Company procedures.
• Ensure that all vehicles are operated and maintained according to Company procedures / manufacturer's recommendations and those records are maintained on site.
• Ensure that all site equipment is operated and maintained according to Company procedures / manufacturer's recommendations and those records are maintained on site.

Issue Number	Issue Date	Reviewed By	Last Review Date	Approved By	Document Owner	Pages
002	11/01/21	Denyse Thompson	04/01/21	Head of People Operations	People Operations Team Leader	Page 1 of 1

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• Maintain an effective and constructive communication line with your staff, other depot managers and line management.
• Assist the Operations Director & Head of Operations to produce the depot business plan each financial year and ensure delivery of planned targets.
• Respond to deviations from the agreed business plan as directed by the Head of Operations.
• To carry out any other reasonable tasks as requested by line manager.

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

In conjunction with the Head of Operations, the Depot Manager will have decision making authority over all service-related matters. Good communication and consultation are essential with the Head of Operations in making 'Day to Day,' or key decisions.

SKILLS AND KNOWLEDGE REQUIRED

• Previous experience of managing transport operations. *(TMCPC holder desirable).*
• Leadership style that is a skilled motivator with the ability to inspire and develop new and experienced managers and colleagues, with previous accountability of a large site.
• Customer focused with a proven record of meeting and exceeding customer service level and financial expectations.
• Experience of building successful customer relations and dealing with customers directly.
• Accountable and can stand by decisions with a track record of 'delivering what is promised'.
• Excellent coaching skills – challenging and supporting in equal measure.
• Team builder.
• Motivational and leadership skills.
• In depth knowledge of technical regulations and legislation related to logistics relevant to Datashred including security requirements *(Desirable).*
• High level of commitment and ability to work effectively under pressure.
• Ability to communicate effectively at all levels, with individuals and groups, both orally and in writing.
• Good level of financial acumen and business understanding.
• The ability to challenge existing practices and put forward different methods of working to improve the depot.
• Creative approach to problem solving.
• Ability to work at a fast pace, in a dynamic environment, meeting strict deadlines.
• IOSH Managing Safely Qualification.
• Experience in management of multiple stakeholders.
• Experience of influencing and engaging key stakeholders and can communicate at all levels.

HEALTH & SAFETY RESPONSIBILITIES

• Adhere to all Company Policies and Procedures contained in the Information Security, Environmental, Health and Safety and Quality Management Systems
• Report any Information Security, Environmental, Health and Safety and Quality incidents to your supervisor

Managers are responsible for training staff on Company Policies and Procedures contained in the Information Security, Environmental, Health and Safety and Quality Management Systems

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002	11/01/21	Denyse Thompson	04/01/21	Head of People Operations	People Operations Team Leader	Page **1** of **1**
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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.

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002	11/01/21	Denyse Thompson	04/01/21	Head of People Operations	People Operations Team Leader	Page **1** of **1**
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