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JOB DESCRIPTION

**JOB TITLE**…………………… Service Delivery Manager

**DEPARTMENT**……………. Collections

**LOCATION**…………………. Sheffield

**REPORTING TO**…………. UK Head of Trade Collections

**ROLE**…………………………. To plan, organise and manage the daily work of the office and the collection drivers and associated system data input. To support the Collections Leadership team in a positive and proactive manner. To ensure all tasks are completed in line with the companies Health and Safety Policy and in a Profitable manner. To ensure Beauparc provide a best-in-class service to our customer base.

The company's mission is to be the leading provider of commercial waste services in our chosen conurbations.  To achieve this by dynamic growth and exceptional customer service.  With a workforce who are responsive, customer focused and are Right First Time in their work.

**MAIN PURPOSE OF THE JOB**

1. To ensure all work is carried out maintaining high levels of customer service.
2. To ensure high levels of Health and Safety are observed.
3. Ensure all jobs undertaken are done so ensuring profitability and within budget constraints.
4. To support and assist all drivers in carrying out their duties to ensure they operate productively.
5. To ensure all data input is accurate and completed in a timely manner.

**MAIN TASKS AND ACTIVITIES**

1. Ensure the safety and welfare of all personnel within your area of responsibility.
2. To interpret and enforce as far as is reasonably practicable legislation relating to the road traffic acts.
3. To be responsible for the day-to-day activities of the Drivers.
4. To utilise Power BI reports to ensure standards are managed and maintained.
5. Prioritising work schedules to maximise efficient work.
6. Ensure vehicle defecting procedures are adhered to in accordance with our operator’s licence and audit requirements.
7. Under the auspices of the UK Head of Trade Collections, enforce standards of discipline and control, conduct annual driver appraisals, and assist with the induction of new drivers.
8. Control (optimisation) of overtime including checking start times and levels of inactivity on the tracker.
9. Ensure all customer enquiries are responded to quickly and positively.
10. Proactively investigate missed collections and resolve any issues.
11. Respond to and resolve any customer complaints and resolve in a timely manner.
12. Ensure a thorough de-brief is conducted for every route daily and ensure any issues noted on the de brief form are actioned / resolved.
13. Arrange site surveys when accidents or near misses have occurred.
14. Ensure drivers carry out their pre and post shift vehicle checks.
15. Ensure all weighing vehicles are accurately recording customer weights, and any weighing defects are reported and investigated in a timely manner.
16. Sign off new contracts, ensuring they are achievable and are located on patch.
17. To ensure that all extra waste collected is charged to the customer by viewing the vehicle cameras and cross checking AMCS.
18. Ensure the Depot Customer Hotlist is kept upto date and any service issues relating to these customers are communicated to them in a timely manner.
19. Any other reasonable task as may be required from time to time.

**SKILLS AND EXPERIENCE**

1. Good leadership skills
2. Customer Service
3. Extensive knowledge of the waste industry
4. Competent in the use of Microsoft applications
5. Knowledge of Tachograph legislation
6. Driving Licence

**PERSONAL PROFILE**

1. Tenacious and resilient
2. Flexible
3. Diligent
4. Team Player
5. Leader
6. Able to work on own initiative.

I confirm that I have instructed the below signed in the above.

Head of Collections: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

I confirm that I have been instructed in and understand the above. I also understand the above forms part of my terms and conditions.

Employee Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_