

Role and Responsibilities

Identity

Position Title:	Person:	Date:
Assistant Service Delivery Manager		
Line Manager - Title	Line Manager - Name	
Service Delivery Manager		

Purpose (the Why of the position, within which limits and according to what objectives)

Why: To manage operational staff and processes to achieve or exceed agreed service levels, to provide an optimal cost service and to provide operational solutions to commercial offering

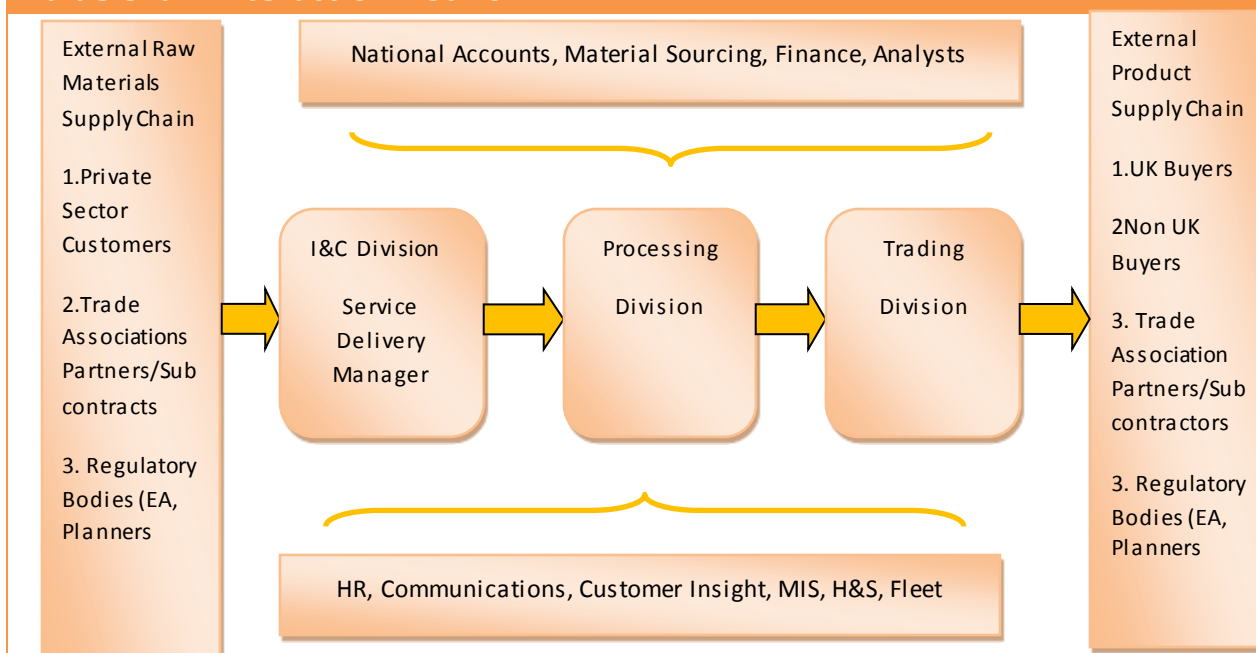
Within: The limits of authorisation laid down by the company Policies and Procedures

According to: The targets set out by Regional Business Owner (reflecting SITA UK's overall strategic objectives)

Dimensions

Financial	Non Financial
Revenue	Employees
Capex	H&S Responsibility
Operating Profit	Communication
EBITDA (ex central Overhead)	Training & Development

Value Chain Interaction Network



Ideal Candidate Profile Requirements

Background / Experience – Minimum of 2 years experience in operational position of a multi-drop logistics environment– high volume –low margin business, operated in a continuous improvement environment.

Specific Knowledge – IOSH or equivalent, Full CPC National Road Haulage, ADR awareness, Computer skills (MS, Excel, Word), experience of Lean Processing /continuous improvement

Business understanding – strong financial/operational skills with track record of route planning / operational productivity and service level improvements.

Compliance – understands the need to operate in a compliant manner whilst at the same time competing in a challenging environment.

Customers (external and internal) – ability to relate to managing service levels, creating positive customer experience whilst managing expectations, maximising customer loyalty and profit levels.

People – open communication skills, experience of building successful teams

Area 1: People/ Leadership

Delivery Measure

To operate an open and inclusive communication style that builds environment of TRUST;

PDD Completion

To develop the capability through formal training and coaching of staff to ensure that they have the appropriate skills for their current and future roles including contingency cover;

Yr on Yr U Say
Engagement Score

To ensure that the performance of staff is effectively managed ensuring underperformance is addressed (up to and including dismissal) and excellence is recognised;

To utilise U Say Survey to increase employee engagement and empowerment;

To realise maximum potential of staff through effective use of PDD process
Responsible for recruitment of Service Delivery Team / Driver/Loader positions.

In order to maximise employee engagement to deliver excellent customer service enhancing profit.

Area 2: Operational

Delivery Measure

To promote a creative, innovative and entrepreneurial culture to empower staff to overcome business barriers and achieve targets;

Branch Service Level
Performance
at/above 98%

To engineer and implement a rigorous systematic planning regime to ensure maximum payload per vehicle producing optimum cost of service levels ;

To implement and manage a rigorous service level achievement programme – to achieve or exceed service level performances;

Branch Vehicle
Utilisation – ODE
performance levels

To source, negotiate and manage strategic 3rd party service providers to service out of scope requirements and extended territory areas.

To engineer robust contingency plans for degrees of disaster recovery situations.

To co-ordinate fleet requirement to ensure optimum availability with internal/external providers.

In order to achieve or exceed Service Level Performances to retain and win new customers.

Area 3: Compliance

Delivery Measure

To ensure activities within operations are carried out with the highest regard to the Health and Safety and Wellbeing of all employees, customers and

Accident Severity Rate
Within Regional
Target

<p>members of the public in accordance with legal, environmental, and company policies including but not limited to:-</p> <p>Ensuring that staff are trained in line with their responsibilities and duties. Ensuring that vehicles are maintained and operated in accordance with our Policies and Procedures. Ensuring that drivers comply with all Road Transport Legislation. Ensuring that site and route risk assessments have been completed. Ensuring at branch level Policies and Procedures for building maintenance and safety are adhered to. To carry out accident and near miss investigations and to monitoring accident performance.</p> <p>To create, develop and promote a culture within the Branch that focuses on business efficiency and compliance with company policies and objectives – paying particular attention to “Safety in Mind” programme.</p>	OCRS
<p>In order to operate in a compliant and safe manner protecting our staff, our stakeholder, the environment and our reputation</p>	

Area 4: P&L Optimisation	Delivery Measure
<p>To implement and achieve the Regional strategy. To source and negotiate alternative disposal sites for non strategic residue wastes streams; To ensure cost effective rectification solutions; To ensure that operational information is accurately recorded and processed (OBW and CLEAR) for invoicing purposes; To manage the profitability of mobile compaction routes and other systems in terms of distance travelled, price and disposal of work. To regularly benchmark 3rd Party Service Suppliers and manage existing inline with pricing and SLA's; To regularly review out of scope/area work to evaluate opportunities for internalisation; Through pro-active driver management ensure minimal damage/ maintenance requirements to vehicles and efficient usage of fuel. Through pro-active staff management ensure minimal damage / maintenance requirements to site.</p>	<p>Achieve or Exceed Budgeted Average Cost Per Tonne Per Product Line, Increase in depot ODE performance.</p> <p>OCC cost reduction</p>
<p>In order to achieve or exceed operational KPI's, providing the most cost effective service to obtain market advantage.</p>	

Area 5: Customer Relationship	Delivery Measure
<p>To foster an environment of right first time to give the customer the best possible customer experience. To pro-actively manage the rectification process, ensuring all re-scheduled work is communicated with customer on the day of non-collection; To pro-actively investigate all causes of service failure and take corrective action in terms of staff performance and/or process amendments to ensure no repetition within operations; To promote a customer service focus in the drivers' approach to their work; To manage the contamination process in a positive and informative manner; To liaise with the Customer Relations Team in ways to enhance the customer experience and services provided;</p>	<p>Branch Customer Portfolio Attrition %</p> <p>100% customer communication of service failure on day of failure</p> <p>100% next day rectification</p>

To manage quality of communications from Service Delivery Team to internal and external customers including but not limited to:- telephone & email, resolving customer complaints or queries effectively;
To carry out site audits / waste reviews.

In order to provide the optimum customer experience and retain our customer portfolio

Area 6: New Business Development

Delivery Measure

To collaborate with colleagues to create cost effective operational solutions to commercial offerings;
To ensure a smooth implementation of new business, liaising with all stakeholders to ensure customer experience is positive;
To promote staff sales lead schemes.

Achieve or Exceed
Branch Growth and
Margin Expectations

In order to ensure new business continuity

Area 7: Over and Above

Delivery Measure

To actively promote and engage with O&A initiatives, relating staff activities to the customer experience and actively coaching / discussing thereof
To actively review Red Flag incidents and working with colleagues take corrective actions in staff performance and/or process amendments to ensure no repetition of incident.

Branch O&A Promise
Score

In order to maximise positive customer experience and enhance profitability.

Area 8: Market Intelligence / Networking

Delivery Measure

To evaluate and feedback to Regional Business Owner changes within competitor structures, service level operations, pricing structures, movement of key staff etc

Annual Increase in
Branch Market Share
based on CI
calculations

In order to maintain and grow market share for business by understanding market trends and likely evolution patterns

1. In line with SITA UK's Values and Ethics Charter, the job holder is expected to:

- Act in an honest, responsible and respectful manner to others;
- Be responsible for their own professional conduct;
- Comply everywhere and in all circumstances with the laws and regulations connected with their activities;
- Comply with our obligations to other parties such as shareholders, associates, clients, suppliers and the community;
- Ensure the health, safety and wellbeing of employees, customers and other personnel at all times.

2. The content of this job description reflects the main duties and responsibilities of the job and are not intended to form part of the contract of employment. SITA UK may revise the content of these roles and responsibilities at its discretion.

Signature _____

Print Name _____

Date _____