

Role and responsibilities

Identity

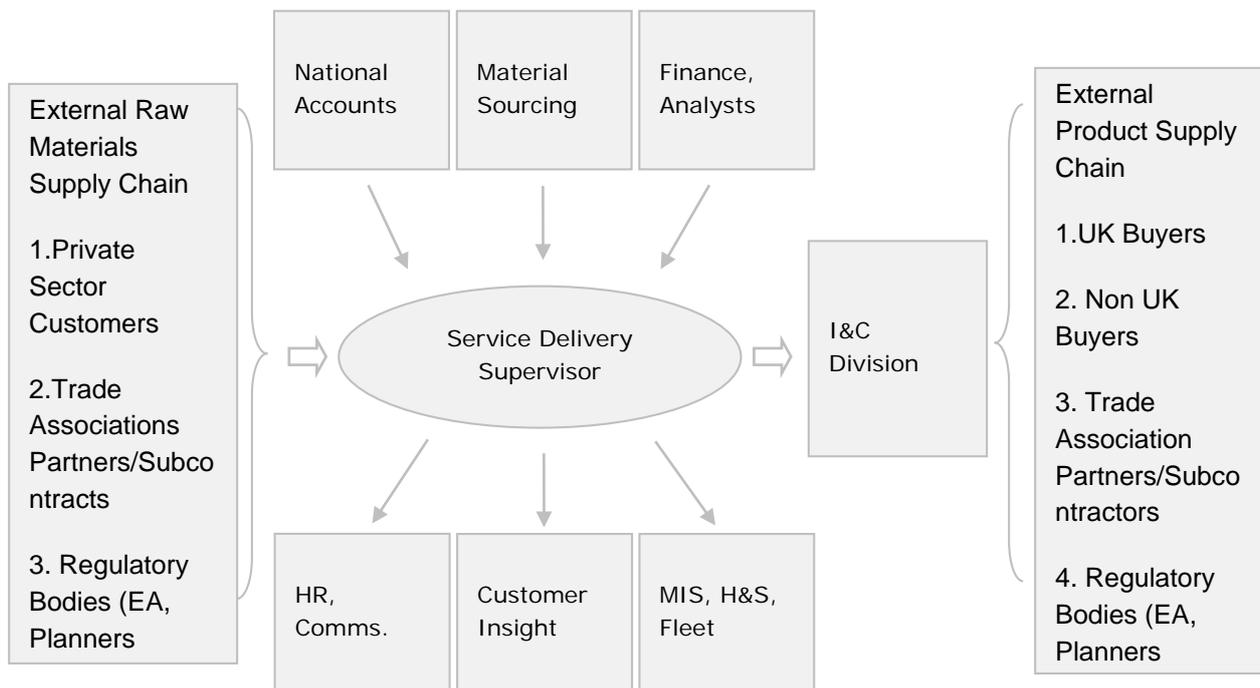
Position title	Service Delivery Supervisor
Date	December 2015
Line Manager title	Service Delivery Manager
Grade	11

Purpose

(the 'why' of the position, within which limits and according to what objectives)

Why	To achieve or exceed agreed operational 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 Service Delivery Manager (reflecting SUEZ's overall strategic objectives)

Key stakeholder interaction network



Ideal candidate experience

Background / Experience – minimum of 1 years experience in controller/planner position of a multi-drop logistics environment, with supervisory responsibility for drivers – operated in a continuous improvement environment.

Specific Knowledge – IOSH or equivalent, Full CPC National Road Haulage, HGV 2 (inc Driver CPC) , ADR awareness, Computer skills (MS, Excel, Word) , experience of Lean Processing .

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

Compliance – understands the needs 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 – good , open communication skills.

Area one - People/ Leadership

Details		Delivery measure
<ul style="list-style-type: none"> To operate an open and inclusive communication style that builds environment of TRUST; To create via out-brief and de-brief sessions an environment to coach/support drivers to help correct behaviour and actions and identify process improvements; To ensure that the performance of drivers/loaders is effectively managed ensuring the underperformance is managed (up to point of dismissal) and excellence is recognised; To conduct return to work interviews and assess driver suitability; To ensure drivers/loaders are crossed trained on transport modes / routes for contingency cover; To manage holiday schedules;. To assist in the recruitment of driver/loader positions 		<p>PDD Completion</p> <p>Yr on Yr U Say Engagement Score</p>
In order to	maximise employee engagement to deliver excellent customer service enhancing profit.	

Area two - Operational

Details		Delivery measure
<ul style="list-style-type: none"> Responsible for opening or closing the depot; To manage morning out-brief process to ensure all vehicles depart on time for daily workload - dealing with contingency process for absence, briefing on daily work instructions, distribution of keys, OBW malfunctions and vehicle breakdowns. To prepare daily work to achieve maximum efficiency of traffic flows for drivers and deliver work instructions; To accommodate additional customer orders and plan work efficiently; To escalate vehicle issues with the relevant parties and allocate spare vehicles as appropriate; To manage drivers throughout the day to monitor their progress and take corrective action to ensure that the daily workload is completed; 		<p>Branch Service Level Performance at/above 98%</p> <p>Branch Vehicle Utilisation – average tonnage per load per product line</p>

<ul style="list-style-type: none"> • To de-brief drivers on their return and pass on relevant information to the appropriate department or person, obtaining driver concern tickets and providing appropriate action; • To review and advise on driving behaviour of drivers via Ecotrack systems; • To finalise routes using route completion process. 	
In order to	achieve or exceed Service Level Performances to retain and win new customers.

Area three - Compliance

Details	Delivery measure
<ul style="list-style-type: none"> • To ensure activities within operations are carried out with the highest regard to the Health and Safety and Wellbeing of all employees, customers and members of the public in accordance with legal, environmental, and company policies including but not limited to:- • Carrying out staff Health and Safety Training • Ensuring that the Vehicles are maintained and operated in a safe and legal way. • Ensuring that driver compliance is monitored against our Policies and Procedures. • Checking that there are customer site /route risk assessments in place. • Bringing to the attention of the Customer Services Manager any complaints made by collection staff relating to Health and Safety at that customers premises. • To create, develop and promote a culture within the region that focuses on business efficiency and compliance with company policies and objectives – paying particular attention to “Safety in Mind” programme 	<p>OCRS</p> <p>Accident Severity Rate within Regional Target</p>
In order to	operate in a compliant and safe manner protecting our staff, our stakeholder, the environment and our reputation

Area four - P&L Optimisation

Details		Delivery measure
<ul style="list-style-type: none"> To be familiar with the disposal options available to ensure drivers are instructed to use the most economical facility; To be familiar with the local area to reallocate work between drivers in the event of missed collections; To contribute to improvements in systems and working procedures; To ensure that route information is accurately recorded for invoicing purposes; To manage the profitability of mobile compaction routes and other systems in terms of distance travelled, price and disposal of work. Liaise with Service Delivery Manager where these cannot be met; Updating all performance charts and interpreting the data to improve working practices; Managing 3rd Party Service Suppliers effectively and efficiently 		<p>Achieve or Exceed Internalised Tonnage</p> <p>Achieve of Exceed Budgeted Average Cost Per Tonner Per Product Line</p>
In order to	achieve or exceed operational KPI's, providing the most cost effective service to obtain market advantage.	

Area five - Customer Relationships

Details		Delivery measure
<ul style="list-style-type: none"> To Identify missed collections and ensure rectification action is taken were appropriate; Inform the customer where this is not possible and re-arrange collections; 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 Service Delivery Manager in ways to enhance the customer experience and services provided; To answer the telephone and handle internal and external communications courteously and efficiently, resolving customer complaints or queries effectively. 		<p>100% customer communication of service failure on day of failure</p> <p>100% next day rectification</p>
In order to	provide the optimum customer experience and retain our customer portfolio	

Area six - New Business Development

Details		Delivery measure
<ul style="list-style-type: none"> To ensure a smooth implementation of new business, liaising with all stakeholders to ensure customer experience is positive. 		100% Performance on New Business Process
In order to	ensure new business continuity	

Area seven - Over and Above

Details		Delivery measure
<ul style="list-style-type: none"> 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.	

Please note

- In line with our 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.
- 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. SUEZ may revise the content of the role and responsibilities at its discretion.