




25 March 2021

Service Delivery Manager

Job description and person specification

Job Title	Service Delivery Manager
Responsible to	General Manger
Purpose of Job	
<p>To support and deputise for the General Manager in all aspects of running the business in order to ensure an efficient and effective service is achieved. Working with Engineering, Operations and support functions to ensure our colleagues are supported and managed in effective way which is in keeping with our company values.</p>	
Duties & Responsibilities	
<ol style="list-style-type: none">1. The daily/weekly checking and analysis of reports produced via the Depot Allocation System.2. The administration of all fitted CCTV equipment including any investigations and recording, downloading and retention of necessary images.3. Arranging the regular monitoring of CCTV equipment to ensure it is operating effectively and arrange and monitor any necessary maintenance or repairs to the point of their rectification.4. The preparation and analysis of the weekly depot Sickness and Absence spreadsheet.5. The preparation and analysis of the weekly Lost Mileage spreadsheet6. Maintenance of the Duty Managers Rota to ensure appropriate coverage at all times.7. The regular checking of all Wi-Fi equipment and the reporting and monitoring of all issues raised to the point of their rectification.8. Liaise with local authorities and any other colleagues to ensure an awareness of any planned or emergency road closures or events which may impact upon the reliability of services.9. Arrange any necessary diversion routes and ensure these are communicated to colleagues and relevant external partners.	

- 
10. The application for, monitoring of and update, as necessary, of Disclosure Barring Service certificates.
 11. Ensuring all Duty and Key sheets are maintained in an up to date format and any necessary postings of planned changes are completed.
 12. The processing of all documentation relating to Accidents or Incidents involving our vehicles, colleagues, customers or other road users.
 13. The completion and maintenance of the depot based spreadsheet and documentation.
 14. The processing of all medical certificates, whether self-certificates or doctor issued,
 15. Conducting interim absence interviews and Return to Work Interviews in line with standard company procedures.
 16. Conduct any investigations identified as necessary, or at the request of your General Manager, in respect of any matter relating to such as Individual or Collective Grievances submitted or possible infringements of the Discipline procedure.
 17. Attending meetings with external partners in respect of issues relating to Bus Stop locations or road network changes
 18. The monitoring, analysis and filing of the Daily Depot Report paperwork.
 19. The overview and monitoring of work being detailed to colleagues.
 20. Liaising with external contractors with regard to any necessary maintenance or works.
 21. The issue of all necessary Security Fobs, Driver Cards and similar, to colleagues.
 22. Be prepared to undertake any training, either internally or externally based, deemed necessary by the company to ensure your continuing development.
 23. A responsibility to ensure that a safe working environment, including compliance with relevant Health and Safety legislation and good practices exists, and is promoted by you at all times.
 24. Any other task required of you and which falls within your general levels of capability, training, knowledge and skill levels.



Skills & Knowledge

Essential

- Experience of the supervision of a small team
- An exemplary time keeping record
- A working awareness of current Health and Safety legislation
- A clear and flexible approach to working within a small team, including assisting with tasks generally allocated to other roles, as and when circumstances require
- Experience of driving and maneuvering large vehicles, preferably buses, in confined spaces (PCV driving entitlement not required)

Desirable

- An energetic and enthusiastic approach to the presentation of a fleet of vehicles to the standards expected of our customers
- Previous experience of working in a similar environment
- A working knowledge of various bus cab layouts
- Previous experience in a similar role

Personal Attributes

- Positive, friendly approach with good interpersonal skills and a natural desire to offer good service
- Flexible approach to workload
- Understanding of confidentiality and ability to work confidentially
- Willingness to be a team player
- Looking to develop and progress within the organisation

Performance Criteria

- All legal and company constraints must be complied with
- Accurate company records must be maintained
- Efficient use of vehicular and colleague resources
- Vehicle output must meet predetermined standards
- Meet all legal requirements pertaining to our Operator Licenses