



Job Title	Service Delivery Supervisor (G2)
Sub Business Unit	Restore Information Management
Department.	
Location	
Reports to (direct)	First Line Manager

About Restore PLC

Restore PLC is the UK's largest independent document and business lifecycle services provider, We provide integrated information and data management, business digitisation, secure recycling of paper and technology assets. Restore provides mission-critical services through five specialist divisions, operating from over 80 UK locations.

About Restore Information Management

Restore Information Management is the leading UK owned provider of information management services. Specialising in secure document storage, scanning, digital mailrooms, outbound communications and hosting. Our approach helps organisations protect, transform and access their information seamlessly and efficiently. With a focus on innovation and customer-focused solutions, we help organisations streamline and management their information and communications to stay competitive in today's fast-paced market.

Role Purpose:

The Service Delivery Supervisor (G2) is responsible for supporting the Service Delivery/Site Manager and the Service Delivery Supervisor (G1) with the running of operations on a day-to-day basis. Supporting with the processes at site level, making sure our customers receive the best service provided and the site remains focused on adhering to all quality procedures in place.

The role requires support in leading the service delivery team on a day-to-day basis, ensuring prompt and accurate completion of requested services in line with expectations and team targets.

Service Delivery

- Support the completion of all service requests by customers aligned to the operational plan.
- Develop and maintain the relationship with all internal and external stakeholders.

Security Classification: Internal

Version No.	Issue Date	PBP Review & Date	Last Review Date	DOP Approval & Date	Document Owner
002	08/07/2026	SA + TG	08/07/2026		Resourcing Manager

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- Support the Service Delivery/Site Manager and Service Delivery Supervisory (G1) in adhering to the Operational guidelines.
- To feedback on process efficiency, cost savings and maximising of revenue opportunity.
- Ensuring we **TRACK, CHECK** and **PROTECT** our customer information at all times.

Health And Safety

- To assist in monitoring the completion of any mandatory safety and compliance training.
- To assist in ensuring the site operates in accordance with H&S policy document.
- Ensuring all colleagues', visitors', and contractors' safety in accordance with H&S legislation.
- Ensure all equipment and vehicles have regular inspection and report any safety issues.
- Ensure colleagues are fully trained and competent prior to operating any equipment.

Reporting:

- COMPLETING AND MAINTAINING ALL RELEVANT SECTION REPORTS THAT ARE REQUESTED WITH THE SUPPORT OF YOUR SERVICE DELIVERY SUPERVISOR G1.
- Report any Health & Safety, Quality, Information Security, Environmental and Business Continuity & Disaster Recovery incidents.

Skills, Knowledge & Experience required:

- IOSH trained (desirable but can be trained internally)
- An understanding of the people policies and practices
- Good communicator
- Knowledge of Microsoft Office Suite
- Organisational skills
- Experience of leading a team
- Develops self and others
- Drives change
- Knowledge of Operational System

Compliance Requirements:

- Support in adhering to all site accreditations that need to be upheld.
- Support with internal and external audits.
- Ensure compliance regarding code of conduct, quality management systems, BCP, environmental, information security, legal admissibility in accordance with the Company guidelines.
- Support with any follow up actions needed following an internal audit.
- Support with any follow up with any IT operational system exceptions.
- Support with operational issues.

People:

- Being involved in the Service Delivery Teams day-to-day activity, and oversee all aspects of colleague development, team performance and absence management.
- Support in the communication of our goals and in order to drive the performance of the business through regular team briefings.
- Review performance of colleagues and identify training needs.
- Support with regular one to one sessions.
- Ensure that any HR matters are dealt with promptly.
- To keep your Manager informed of any foreseeable resourcing challenges and work with them to plan accordingly.
- To role model and work within the Restore values, competencies and behaviours and set the cultural tone of the team.

*** The above is not an exhaustive list but an outline of all Service Delivery Operational duties. All Restore colleagues are advised that they may be asked to perform tasks and be given responsibilities as reasonably requested.

APPROVALS:

Director of People

Name:

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Signature:.....

Date:.....

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Post Holder

Name:

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Signature:.....

Date:.....