Restore
Datashred

Job Title	Secure Collection Operative – Class 2
Sub Business Unit	Restore Datashred
Department.	Operations
Location	Newbridge
Reports to (direct)	Operations 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 three specialist divisions, operating from over 80 UK locations.

About Restore Datashred

Restore Datashred is one of the UK's leading providers of secure document destruction services. We specialise in the secure shredding of paper, digital media, textiles, and products, alongside a wide range of recycling services. Our work helps organisations protect confidential information, meet their compliance obligations, and manage unwanted materials securely and sustainably. With secure facilities and a nationwide network, we provide reliable services to customers across the UK.

Role Purpose:

To safely, securely and efficiently complete all allocated customer service visits in accordance with the daily route plan, customer requirements and Restore Datashred procedures.

The role is responsible for ensuring collections and services are completed correctly and on time, with all required information accurately recorded through the PDA and associated documentation.

As a key representative of Restore Datashred, the Driver is responsible for maintaining the security and confidentiality of all customer material from the point of collection through to its safe return to the depot for secure destruction.

The Driver is expected to maintain high standards of road safety, vehicle care, compliance and customer service at all times, while communicating promptly with the operational team where there are any issues that may affect the successful completion of the day's work.

Key Tasks:

- Complete daily vehicle checks, report defects promptly and ensure the vehicle is safe and legally compliant before use.
- Drive only vehicles for which you are appropriately licensed and authorised, complying with all relevant road transport, Drivers' Hours and Working Time requirements.
- Use tachographs correctly and ensure all required driving, working and break information is accurately recorded.
- Review the daily route before leaving the depot and ensure all required equipment, paperwork, PPE and materials are available.
- Complete all allocated customer services safely, correctly and within the required timescales.
- Use the PDA accurately for every service, ensuring quantities, service details, signatures, notes and customer information are correctly recorded.
- Ensure all supporting paperwork is completed accurately and reflects the service actually carried out.
- Report any missed, failed, delayed or partially completed services to the operational team as soon as possible, providing clear reasons.
- Maintain the security and confidentiality of all customer material at all times, from collection through to secure return to the depot.

- Deliver a professional and courteous level of customer service and act as a positive representative of Restore Datashred.
- Drive safely and courteously and take appropriate care of Company vehicles, equipment and customer property.
- Report accidents, incidents, near misses, vehicle damage, security concerns or operational issues in line with Company procedures.
- Safely unload collected material into the appropriate secure area on return to the depot and leave the vehicle ready for its next use.
- Complete timesheets and other required records accurately and within the required timescales.
- Wear Company uniform, identification and required PPE and comply with all customer and Company Health & Safety requirements.
- Attend required briefings, training and toolbox talks and maintain all licences and training required for the role.
- Follow all relevant Restore Datashred operational, Health & Safety, Quality, Environmental and Information Security procedures.
- Support reasonable operational requirements when requested by site management, provided you are appropriately trained and competent to do so.
- Complete all mandatory Company e-learning, training and refresher modules within the required timescales and maintain any role-specific training or competency requirements.

**** The above is not an exhaustive list but an outline of your duties. All Restore Datashred employees need to be aware that they may be asked to perform tasks and be given responsibilities as reasonably requested.*

Performance Expectations:

- Safe and compliant driving.
- Completion of allocated customer services.
- Accuracy of PDA and service information.
- Customer service standards.
- Adherence to route and operational instructions.
- Vehicle check and defect-reporting compliance.
- Drivers' Hours and Working Time compliance.
- Attendance and timekeeping.
- Security of confidential material.
- Reduction of avoidable missed or failed services.
- Appropriate care of Company vehicles and equipment.

Skills, Knowledge & Experience required:

- Full UK driving licence, (Category C licence)
- Valid Driver CPC.
- Valid Digital Tachograph Driver Card.
- Good communication skills, both written and verbal.
- Ability to apply the principles of customer care.
- Must have the ability to maintain confidentiality and discretion at all times.

Due to the physical nature of this role, the role holder must have the ability to lift sacks following the manual handling training given on multiple occasions throughout the working day. Dependent on customer requirements the role holder may be expected to undertake early starts or overtime when business needs dictate.

Drivers must immediately notify management of any endorsements, restrictions, disqualification or other change affecting their entitlement to drive.

Competencies:

- Commitment to delivering excellent customer service.
- Able to work to strict deadlines.
- Able to work using own initiative.
- Problem solving.
- Deals empathetically, assertively and politely with internal and external customers.

Compliance Requirements:

- Adhere to all site accreditations that need to be upheld.
- Adhere to all Company Policies and Procedures contained in the Codes of Conduct, Information Security, Environmental, Health and Safety and Quality Management Systems
- Report any Health & Safety, Quality, Information Security, Environmental and Business Continuity & Disaster Recovery incidents to your supervisor/line manager
- Adherence to the company Acceptable Use Policy.

Other Information:

All customer material must be treated as confidential and handled only in accordance with authorised Company processes. Employees must not remove, retain, access, view or interfere with customer material except where specifically required as part of their authorised duties.

Any actual or suspected loss, unauthorised access, removal, security breach or inappropriate handling of customer material must be reported immediately to management.

Line Management:

- Operations Manager

Contact with others:

Primarily:

- Depot Manager, Recycling & Production Supervisors & Operatives, Operations Administrators

APPROVALS:

Director of People	**Post Holder**
Name: ……...	Name: ……..……..
Signature:……	Signature:……
Date:……	Date:……

The company reserve the right to amend or update this job description as the demands of the business develop. A copy of the signed job description should be returned to the People Services Team via the Helpdesk by raising a query using the following link https://peopleserviceshelpdesk.restoreplc.com