Job Title:	Operations Manager
Business Unit:	Restore Datashred Ltd
Department:	Operations
Location:	Newbridge
Reports To:	Depot Manager
Version: 002	Reviewed Date: 11/11/2026

Purpose of Role

To ensure that all aspects of the day-to-day running of the depot are carried out in a safe and efficient manner, in line with Restore Datashred Company procedures, while providing a professional and efficient service to our customers. The Operations Manager has primary responsibility for managing all aspects of the warehouse and service delivery function, including vehicle fleet, processing equipment and staff in the absence of the Depot Manager and assists the Depot Manager in carrying out these responsibilities at other times.

Key Responsibilities

1. Ensure that all customers are serviced on time and according to their contractual requirements, in a professional and efficient manner.
2. Ensure that the depot is run at the lowest cost whilst retaining a high quality of service.
3. Ensure that quality of service levels are maintained at an agreed level and all staff are working towards the same objective.
4. Ensure that customer complaints are investigated, and appropriate action is taken to avoid repeats.
5. Report all operational issues / failures / customer issues to the Depot Manager.
6. Regularly review the depot service delivery propositions to ensure they are achievable, relevant, and cost effective.
7. Ensure that all relevant reports are delivered within agreed timeframes to customers or management as appropriate.
8. Plan, schedule, and review workload and manpower to make sure targets are being met on a cost-effective basis.
9. Manage stock control and ensure inventory records are accurate and are reported as accurate as possible to the paper sales department.
10. Support and participate in recruitment and selection processes, grievance, and disciplinary procedures, ensuring adherence to company policies and procedures. Ensure all employees follow Company procedures.
11. The training and development of employees at all levels in Health & Safety good practice and techniques.
12. Ensure that Restore Datashred Health & Safety procedures appertaining to Coventry are strictly adhered to.

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13. Ensure that all vehicles are operated and maintained according to Company procedures / manufacturer's recommendations and that records are maintained on site.
14. Ensure that all site equipment is operated and maintained according to Company procedures / manufacturer's recommendations and that records are maintained on site.
15. Maintain an effective and constructive communication line with your staff, other depot managers and line management.
16. Assist the Depot Manager to produce the depot business plan each financial year and ensure delivery of planned targets.
17. Monitor depot performance, using agreed KPI's to ensure that cost controls are effective thereby achieving and improving cost control targets.
18. Respond to deviations from the agreed business plan as directed by the Depot Manager.
19. To carry out any other reasonable tasks as requested by the Depot Manager.

*** This is a summary, not an exhaustive list, of your duties. You may also be asked to undertake other reasonable tasks and responsibilities.*

Knowledge, Skills & Competencies

1. Motivational and leadership skills.
2. In depth knowledge of divisional and group products, services, IT systems and pricing.
3. In depth knowledge of technical regulations and legislation related to logistics relevant to Datashred including security requirements
4. High level of commitment and ability to work effectively under pressure.
5. Ability to communicate effectively at all levels, with individuals and groups, both orally and in writing
6. Good level of financial acumen and business understanding.
7. The ability to challenge existing practices and put forward different methods of working to improve the Depot.
8. Creative approach to problem solving.
9. Ability to work at a fast pace, in a dynamic environment, meeting strict deadlines.
10. Safe and compliant driving.
11. Completion of allocated customer services.
12. Accuracy of PDA and service information.
13. Customer service standards.
14. Adherence to route and operational instructions.
15. Vehicle check and defect-reporting compliance.
16. Drivers' Hours and Working Time compliance.
17. Attendance and timekeeping.
18. Security of confidential material.
19. Reduction of avoidable missed or failed services.
20. Appropriate care of Company vehicles and equipment.

Health, Safety, & Compliance

- Adhere to all Company Policies and Procedures contained in the Codes of Conduct, Information Security, Environmental, Health and Safety and Quality Management Systems.

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- Report any Health & Safety, Quality, Information Security, Environmental and Business Continuity & Disaster Recovery incidents to your People Leader.
- Adhere to all site accreditations that need to be upheld.
- Adherence to the company Acceptable Use Policy.
- Managers are responsible for training staff on Company Policies and Procedures contained in the Information Security, Environmental, Health and Safety and Quality Management Systems.

Other Information

Effective communication and consultation with the Depot Manager is essential in making 'Day to Day' or key decisions.

Declaration

By signing below, the People Leader confirms that this job description accurately reflects the current requirements of the role. The Post Holder confirms they have read and understood the responsibilities, expectations and requirements of the role.

Signed on behalf of the company by:	Signature:	Date:
Post Holder Name:	Signature:	Date:

Once both parties have signed, please return a copy to the People Services Helpdesk at https://peopleserviceshelpdesk.restoreplc.com.

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