

# Job Description: Shift Operations Lead



Function:	Government UK & Ireland, Agencies & Property Professional Services
Position:	Shift Operations Lead
Position holder:	
Date (in post since):	
Immediate manager (N+1 Job title and name):	Contract / General Manager
Additional reporting line to:	Operations Lead
Position location:	HMRC / DEFRA – Sevington / Bastion Point

## 1. Purpose of the Job

- Day-to-day management of the site including the reporting of incidents and any necessary escalation.
- Ownership for the overall site operating processes, adhering to the Operational Management Plan (OMP) and ensure that Key Performance Indicators (KPIs) are met to deliver on contractual commitments.
- Build working relationships with key stakeholders to ensure all aspects of the services delivered on site operate smoothly.
- To manage all aspects of performance for an assigned group of direct reports.

## 2. Dimensions

Revenue FY13:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						
Characteristics									

- Pass all internal and external audits.
- Company and legislative compliance.
- Achieve budget and HMRC KPIs.
- Completion of Team Briefs, employee appraisals and actions to improve employee engagement levels.

## 3. Organisation chart



#### 4. Context and main issues

- The DEFRA BCP sites are in Sevington, Kent and Bastion Point, Dover.
- Supporting the deployment of CI whilst managing key stakeholders, for the operational team and the clients on site team.
- Delivery of CI initiatives in line with the KPI schedule.
- In the event of an incident, provide on-site tactical support to the Ground Commander until emergency services arrive.

#### 5. Main assignments

Responsibility for decisions relating to site closure to include:

- Lead and manage the on-site Security and Traffic Marshal team ensuring that site security and vehicle flow is in line with contractual schedules.
- Severe weather policy in line with the Operational Management Plan (OMP).
- Protester Policy Management Plan.
- In the event of an incident provide on-site tactical support to the Ground Commander until emergency services arrive.
- Full adherence and compliance to the OMP.

The management of vehicles moving between the Inland Border Facility, DEFRA BCP and the Strategic Road Network Overview:

- The process of managing vehicles between the Inland Border Facility, DEFRA BCP and SRN, included in the Traffic Management Plan
- Responsibility for enforcement of the Dangerous Goods Management Plan setting out the classes of dangerous goods that are 'excluded' from parking on site and the procedures to be undertaken at the site in managing the arrival and parking of vehicles carrying dangerous goods loads.
- Complaints are to be reviewed by the Shift Operations Lead each day who is responsible for assessing the severity / required level of priority. Dependent on the severity of the claim, a full RCA will be completed, which will then be discussed at the daily operations meetings.

This list is not exhaustive, and the post holder will be expected to carry out other reasonable duties from time to time as requested by management.

#### 6. Accountabilities

- Standard Operating Procedures (SOP) are created in line with OMP and delivered on time to support the operation.
- Sodexo achieve KPIs in line with schedule 2.2.
- Key Contractual elements are delivered on time.
- Support the Sodexo team by being open to change and new ways of working.
- Support the Sodexo team to continually develop and improve our performance in all areas.

## 7. Person Specification

### Essential

- SIA Management Licence.
- Management knowledge of health and safety.
- People management skills, including general HR skills in recruitment, training, and managing employee performance including disciplinary and grievance procedures.
- Highly organised and ability to plan effectively and able to work autonomously to deadlines.
- Attention to detail.
- Able to drive results.
- Strong relationship management skills and network building.
- Excellent communication with internal and external stakeholders.
- Ability to work both with others as part of a team and also independently.
- Strong customer relationship skills.
- Good influencing and communication skills.
- Ability to handle multiple priorities in a fast-paced work environment.
- Demonstrated ability to coach and develop colleagues within the team.
- Financial and business awareness.
- Takes accountability and responsibility for delivering required results.
- Competent with MS 365 (Word, Excel, PowerPoint, Outlook, Teams, SharePoint).
- Ability to prioritise own workload with minimal supervision and use of own initiative.
- Evidence of delivering innovation and engaging positively with continuous change and improvement.
- Strong Analytical and decision-making skills
- Self-motivated, confident, honest, and flexible, with a professional work ethic
- Demonstrated experience in implementing, evaluating, and improving business processes.
- A strong commitment to zero harm and a strong safety culture
- Applicants need to be eligible to pass security vetting carried out by our client.

### Desirable

- Knowledge of process mapping.
- Experience of working with or for a logistics organisation.

## 8. Competencies

Client & Customer Satisfaction / Quality of Services provided.	Leadership & People Management
Rigorous management of results	Innovation and Change
Business Consulting	Commercial Awareness
Brand Notoriety	Learning & Development
Employee Engagement	

### 9. Management Approval

Version	1	Date	01.03.2024
Document Owner	Adrian Jones, Sean Chapman		

### 10. Employee Approval

Employee Name		Date	
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