

Job Title:	Watford Water Laboratory Supervisor
Department:	Laboratory
Location:	Watford
Working Hours:	37.5 per week, 8.30am to 5pm Monday to Friday
Reports to:	Sample Preparation Manager
Direct Reports:	Laboratory Technicians x3
Job Purpose:	To facilitate correct Laboratory procedures in line with relevant British and European Standards using In-house Methods, whilst maintaining i2's ethos of providing excellent customer service to clients and i2 staff members.
Role Accountabilities and Main Duties:	Main Duties, Responsibilities and Authorities • Effective management of laboratory technicians and the daily tasks required. • To liaise with clients on technical and commercial issues. • Continuous improvement of operational efficiencies and client deliverables including turnaround times. • Ensure the maintenance of the Health and Safety, Quality, Technical and commercial standards. • Develop and mentor the laboratory staff. • Provide inspired leadership for the organization. • Develop, implement and review operational policies and procedures. • Help promote a company culture that encourages top performance and high morale. • Support worker communication with the management team. • Ensure that all work areas are kept clean and tidy. • Drive the Watford Inorganics testing laboratory with responsibilities including UKAS, equipment and staff training • Training and development of laboratory technicians. • Manage cover for all areas of your department including overtime and annual leave etc. • Ensure client deadlines are kept where possible. • Ensure analysis is performed within documented holding times where possible. • Any other assigned task or duty. These duties are by no means exhaustive and should not be interpreted as a complete definition of the role.
Person Specification:	<u>Essential:</u> • Experience in a customer facing role. • Knowledge of working with UKAS systems. • Sound and demonstrable technical knowledge. • Close attention to detail and understanding of operating within a quality system. • Highly client focused individual with the ability to set and achieve results. • Good written and verbal communication skills.

	• Self-motivated and reliable. • Punctual with excellent timekeeping. • Strong prioritising and organisational skills. • Positive attitude towards changes. • Adaptability to use various in-house systems and follow procedures.
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