

Job Description

Job Title:	Site Services Operations Supervisor
Department:	i2 Site Services
Location:	Northampton
Working Hours:	Normally 40 hours per week, with varying start and end times. May include occasional evening, weekend and Bank Holiday work in excess of 40 hours per week, for which either Time Off In Lieu will be granted or overtime paid at the Company's discretion. Will require occasional work at other locations when required in the UK and Poland
Reports to:	Site Services Manager
Job Purpose:	To facilitate correct Site / 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:	<p>Main Duties, Responsibilities and Authorities</p> <ul style="list-style-type: none"> • Effective management of department resources • To liaise with clients • Continuous improvement of operational efficiencies and client deliverables including turnaround times • Ensure the maintenance of the Health and Safety, Quality, Technical and commercial standards • Manage site diary alongside others within the operational team. • Undertake operational tasks. • Undertake checking and reporting as per ISO 17025 • Follow procedures as per the quality manual. • Develop and mentor the Site Services team. • 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. • Ensure all legal and regulatory documents are filed and monitor compliance with laws and regulations. • Support working communication with the management team. <p>Key Tasks</p> <ul style="list-style-type: none"> • Drive site services in Northampton and at possible future locations with responsibility for equipment, staff training through to successful UKAS accreditation • Training and development of staff both in the laboratory and site technicians across the region • Assisting IT in the Development of reporting formats • Ensure client deadlines are kept at all times • Provide commercial and operational KPIs to Line manager

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	<ul style="list-style-type: none"> • Communication with clients and staff daily • Positive and friendly, be approachable to other staff • Maintenance of high level of competence for Staff and control staff turnover <p>Job Holder Profile</p> <ul style="list-style-type: none"> • Appetite for the role and acceptance of the challenge. • Sound and demonstrable technical knowledge • Team management experience • Strong knowledge of the construction industry from contracting or materials testing background • Knowledge of working with UKAS systems • Highly client focused individual with the ability to set and achieve results • Good written and verbal communication skills • Self-motivated and reliable
<p>Person Specification:</p>	<p><u>Essential:</u></p> <ul style="list-style-type: none"> • Experience in a customer facing role. • Close attention to detail and understanding of operating within a quality system. • Good IT Skills (Microsoft Office base, in particular Excel and Word). • Team Player. • Punctual with excellent time-keeping. • Strong prioritising and organisational skills. • Positive attitude towards changes. • Adaptability to use various in-house systems and follow procedures. • Full UK Driving Licence. • Experience of working in challenging physical environments.