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**Job Description – Beauparc**

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| **Job Title** | Assistant Service Delivery Manager |
| **Reports to** | Service Delivery Manager |
| **Business/Function** | Sales & Collections |
| **Primary Location** | Leeds / Bradford |

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| **Background:**  As part of our continued growth and expansion in the Leeds region, we are creating this new Assistant Service Delivery Manager role to strengthen our operational leadership team within skip and RoRo services. With increasing customer demand and a focus on enhancing service standards, this role has been introduced to provide additional support to the Service Delivery Manager and help ensure we remain agile, compliant, and efficient as we scale. The position reflects our commitment to developing future leaders from within, offering a clear development pathway in line with the business’s long-term aspirations |

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| **Purpose:**  The Assistant Service Delivery Manager (ASDM) plays a key role in supporting the Service Delivery Manager (SDM) in the day-to-day management of skip and RoRo operations in Leeds. The purpose of the role is to help ensure the safe, compliant, and efficient delivery of service to customers while overseeing driver performance, operational planning, and continuous improvement. This is a development role with a clear path for progression, and the successful candidate must be willing to work towards gaining their Transport Manager’s CPC qualification. |

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| **Key accountabilities:**   * Support the SDM with daily service planning, ensuring route optimisation and vehicle utilisation across skip and RoRo services. * Monitor and manage driver performance including timekeeping, productivity, compliance, and customer service. * Assist with the coordination and delivery of toolbox talks, inductions, and driver training. * Help ensure all vehicle and driver-related operations are compliant with legal, environmental, and safety standards. * Liaise with customer service teams to ensure high levels of satisfaction and service recovery when needed. * Deputise for the SDM during periods of absence or as required. * Proactively identify and escalate operational challenges and contribute to solutions. |

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| **Areas of responsibility:**   * Daily driver debriefs and performance management * Route planning and job allocation using transport management systems * Coordinating with workshop and compliance teams regarding vehicle maintenance * Supporting on-site checks, audits, and incident investigations * Responding to customer queries and working closely with sales/admin teams * Supporting the SDM with KPI reporting and performance metrics * Learning and applying knowledge of industry legislation and best practices * Respond to unexpected changes or operational disruptions by adapting plans and reallocating resources. * Maintain accurate job records and ensure all information is logged correctly in relevant systems. * Liaise with internal teams (e.g. weighbridge, accounts, sales) to ensure smooth service delivery. * Support transport compliance by promoting safe working practices and adherence to regulations. * Assist with tracking vehicle performance and utilisation to maximise fleet efficiency. * Contribute to the continuous improvement of transport planning processes and customer service delivery. |

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| **Experience and Skills:**   * Experience working within a transport or waste management operation (Skip/RoRo preferred) * Strong organisational skills with the ability to manage multiple priorities * People-focused with experience in supporting or supervising a team * Confident communicator with the ability to influence and engage at all levels * Able to remain calm under pressure and resolve operational challenges quickly * IT literate, with experience using transport/route planning systems * Desire and motivation to learn and progress within the business |

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| **Qualifications and Knowledge:**   * Full UK driving licence * GCSEs (or equivalent) in English and Maths * Knowledge of transport regulations, WTD, and driver compliance (desirable) * Awareness of Health & Safety in a transport or waste environment * Willingness to work towards a **Transport Manager CPC qualification** (essential) * Additional industry qualifications (e.g., IOSH, First Aid, ADR awareness) – desirable but not essential |
| **Leadership Competencies:**  *Scoring guidelines: Very important (4), important (3), desirable (2) and not required (1).*  *These are generic competencies that are required for most leadership roles, rather than being specific ones for Beauparc as a business.*  **Leading the Organisation:**   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | **1** | **2** | **3** | **4** | | Solving Problems and Making Decisions |  |  |  | x | | Managing Politics and Influencing Others |  |  |  | x | | Setting Vision and Strategy |  |  | x |  | | Managing Change |  |  |  | x | | Understanding Risks and Innovating |  |  | x |  |   **Leading Yourself:**   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | **1** | **2** | **3** | **4** | | Displays drive and purpose to succeed |  |  |  | x | | Effective self-awareness |  |  |  | x | | Leads by example |  |  |  | x | | Understand development needs |  |  | x |  | | Demonstrates ethics and integrity |  |  |  | x |   **Leading Others:**   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | **1** | **2** | **3** | **4** | | Communicates in an engaging manner |  |  |  | x | | Values diversity and inclusivity |  |  |  | x | | Builds and maintains effective relationships |  |  |  | x | | Leads a team through engagement and trust |  |  |  | x | | Drives performance through involvement |  |  |  | x | |

*Beauparc aims to attract and retain a skilled and diverse workforce that best represents the talent available in the communities in which our assets are located and our employees reside.*

*(DE&I Policy Statement)*