



## Job Description

Role:	Duty Manager
Reporting to	Operations Coordinator, with support from the Transport Planning Assistant
Location	Based at Earls Colne, CO6 2NS
Job Type	Office based, with some field based support from time to time
Employment Type:	Permanent Full Time
Hourly Rate:	£18.25
Hours	13:30 – 22:30 (Late Shift) on a 4on/4off Basis

### Duty Management Activities

- Liaising effectively with Drivers, Staff and Clients as needed.
- Be the primary point of contact for all Emergency Response requests, maintaining a calm attitude no matter the scale of the request.
- Hold responsibility for the assessment and deployment of resources to fulfil our contractual obligations, ensuring all SLA's are met or exceeded.
- Provide advice to clients with regards to best use of resources, and most suitable responses to their Emergency requests.
- Undertake detailed planning of deployment schedules for incident response.
- Be conversant with all Water Direct Quality Procedures relevant to the role, and those procedures relevant to Operational staff roles.
- Oversee and advise upon adherence to correct working practices by Operational staff in the field.
- Ensure full logs of correspondence and actions undertaken are recorded in a timely manner and made available to the wider team.
- Produce costing reports and washups for all contracted responses post incident in a timely manner.
- Be responsible for decision making with regards to allocation of resources between contracted and commercial workloads.
- Take part in inter-company exercises, both Desktop and Physical.
- Work effectively as part of a team to ensure complete continuity of service, 24/7/365.
- Take responsibility for implementation of escalation measures as required.
- At all times maintain correct levels of confidentiality with regards to information received from clients.

### Transport Activities

- Planning and routing of Water Direct deliveries by Tanker, HIAB/Moffett, 4x4 and Vans, in an efficient and time sensitive manner.
- Ensuring that planning and routing of Water Direct deliveries takes account of Drivers Working Time Directive and relevant Drivers Hours regulations.
- Being the primary contact for Field Technicians with regards to job allocation, exception management and personnel management. This will include repair and maintenance tasks as well as service delivery tasks.

- Ensure Welfare and Accommodation is available and in place for Field Technicians working away from site for prolonged periods of time.
- Maintain the Water Direct Abstraction Location database and ensure that at all times the central mapping facility is up to date with current Abstraction locations available for use.
- Assisting with the planning and despatch of Bottled Water and Aquube pallets on both a planned and reactive basis, including liaison with sub-contract hauliers to ensure deployment orders are received and actioned in a timely manner.
- Liaising with the Sales department with regards to vehicle and technician availability to fulfil customer requests; on both a planned and reactive basis.
- Liaising with the Sales department to ensure that any job specific instructions are recorded and accommodated within the planning of said job.
- Ensuring that Deployments of assets are specified correctly for the size and type of vehicle being used, in conjunction with the Asset Manager.
- Confirming suitability of vehicles required to access a variety of geographical and topographical locations.
- Creation of Field Technician Work Instructions/Tasks relevant to the scope of the work, to include any specific equipment requirements, site access instructions and/or specific timings.
- Understand and manage a variety of customer and government portals to book vehicles in/out of sites and ensure compliant travel through restricted zones.
- Provide live updates to the Sales team with regards to any deviations to service delivery so that customers can be informed in a proactive manner and resolutions sought.
- Work as a team to collate Delivery information to provide in a format that can be invoiceable.
- Manage in-transit breakdowns, tyre repairs and other works in the first instance, only deferring to the Transport Manager when the situation is not easily rectifiable.
- Liaise with the Transport Manager to ensure that Technicians and Vehicles are available for submitting vehicles for PMI, Service and MOT Tests.
- Liaise with the Transport Manager with regards to vehicle availability on a daily basis, and refer any defects or issues reported by Technicians.
- Assist the Transport Manager as required with vehicle/driver incident/accident investigations.
- Manage the handling of customer and/or public complaints in relation to our service delivery.
- At all times maintain correct levels of confidentiality with regards to information received from employees.

## Requirements

There are a number of key requirements which make this role pivotal to our business. The post holder must have:-

- Experience of Transport Operations and scheduling along with Drivers Hours legislation
- Water Utility operations, or Incident Management experience is ideal, but not essential
- Strong attention to detail
- Ability to deal with internal and external personnel at a variety of levels in a professional manner
- Drive and passion to do the job well
- A proactive, problem-solving mind-set
- Confident and engaging personnel management skills
- Provide strong leadership
- Strong communication skills and ability to work as part of a cohesive team

Water Direct is a leading provider of Alternative and Emergency Drinking Water supplies throughout the UK, supplying not only commercial and private organisations, but also the Water Utilities themselves. We pride ourselves on our industry pedigree and exceptional level of quality assurance offered with our services.