

# Lead Operator: Role Description

**Job title:** Lead Operator

**Reporting to:** Operations Manager

**Location:** Based from the Tiverton units

**Hours:** 8:00 - 16:45, Mon - Fri

## Summary:

The role of Lead Operator primarily involves taking daily responsibility for the provision of services to DSC clients as per the agreed contract. This will include experience with a variety of tools, a knowledge of each product and how they combine to form our offers. You will be expected to handle medium-level responsibilities throughout the working day including driving company vehicles, managing other operators on site and ensuring an excellent standard of workmanship at all times.

## Responsibilities & Duties:

1. **Scheduling:** To maintain excellent communication with Operations Manager to ensure that resources are utilised efficiently.
2. **Planning:** To select correct tools and equipment that allow seamless product delivery to the client, in a safe and effective manner.
3. **Communication:** To ensure that from first contact to completion, we exceed clients expectation of the service provided whilst on site. This includes demonstrating clear management of all site operatives present.
4. **Delivery:** To safely and proficiently provide a combination of products sold, in accordance with DSC policies and procedures, whilst demonstrating clear medium-level management and problem solving skills.
5. **Record Keeping:** To consistently feedback information, reports and documentation to the Operations team ensuring smooth running and inform future decisions.
6. **Training:** To engage with employee training programmes and demonstrate an ability to culture a learning environment for all on site.
7. **Sales:** To recognise the role that operatives have as the DSC sales-force and actively engage with marketing tactics and initiatives.

## Qualifications & Attributes:

- a) A full UK driving license with a low level history of driver convictions or penalties. License category B+E (trailer) an advantage.
- b) The ability to monitor the performance of yourself or other individuals to make improvements or take corrective actions.
- c) Previous site work or construction industry experience preferred, with a foundational knowledge of operating hand and power tools.