



## **Vacancy: *Supervisor and Relief Supervisor at our Chambers Sudbury depot***

In a highly visible “front line” role, the Supervisor is an important part of the management team responsible for delivering high standards of performance from the team of drivers and fueller shunters at our Sudbury depot.

Reporting to the Operations Manager, the job has a very wide remit and will test your organisational skills as you manage all the activities that ensure that we fulfil our obligation to our advertised timetables and deliver a high level of customer service.

Your people skills will be tested, too, requiring you to provide firm leadership and drive while, at the same time, dealing sympathetically with employees who run into difficulties. If you think you have the blend of knowledge and experience that it will take to succeed in this challenging role, then we want to hear from you.

### ***The Responsibilities***

As a Supervisor you will provide strong leadership for the local business and its services.

You will be responsible for:

- Duty allocation. Using a pc to forward allocate and ensure all duties are covered.
- Vehicle allocation
- Information compiling, processing and forwarding
- Vehicle defect reporting checks. Carrying out driver observation vehicle checks to ensure compliance
- Incident investigation following any vehicle, passenger or employee incident
- Return to work interviews on staff returning from sickness to work
- Ensuring compliance with driving hours regulations and ensuring that all drivers are compliant
- Customer complaint investigation
- Communication with Engineering to ensure a good working relationship
- Customer communication
- Any additional tasks given to you by the Management team

***P.T.O***

## ***The Person***

You will be required to make many decisions in the day-to-day supervision of the operations office. The majority of these will be based on procedures or good practice but irregular or unusual problems will also arise. Your decisions will have a direct result on the quality of service provided to passengers and on staff relations, so you will need to show initiative and apply common sense.

You will need to be comfortable with using modern technology.

You will also require a thorough knowledge of agreements, procedures and rules affecting garage operations, governed in turn by regulations such as Drivers' Hours.

You will possess leadership qualities, be capable of motivating staff and able to work under pressure, and as a team player, within our management structure.

You must be able to work both as a team and on your own, showing initiative and flexibility in dealing with situations as they arise and can understand the wider aspects of the business, communicating them to others and taking ownership as you do so.

You must be a full PCV licence /CPC card holder.

You must ensure that all staff are treated fairly and as equals.

We offer a competitive wage.

If applying for the relief supervisor's role then you will be employed as a bus driver but will step up to cover the fulltime supervisor at times to cover training, holidays or sickness, when this happens you will be paid at the supervisor's rate of pay.

For more information, and if you think you have the qualities needed to make a success of this position, please apply in writing enclosing a CV and covering letter to:

Elizabeth Roberts, Konect Bus, Stephenson Road, Gorse Lane Industrial Estate,  
Clacton-on-sea Essex CO15 4XA  
(or email: [Elizabeth.roberts@goeastanglia.co.uk](mailto:Elizabeth.roberts@goeastanglia.co.uk)).

**Closing date: Monday 12<sup>th</sup> August 2019**

A copy of this advert is available upon request.

**Glen Shuttleworth**  
District Manager