



POSITION DESCRIPTION

POSITION TITLE:	Site Supervisors
REPORTS TO:	Site Manager
LOCATION:	Armaguard Branch as advised

POSITION OVERVIEW

At large metro branches, the Branch Supervisor assists the Site Manager with the day to day operations at the branch. At medium metro or larger country branches, the Branch Supervisor assists the Branch Manager with the day to day operations at the branch, and is second in charge to the Branch Manager. At smaller country branches, the Branch Supervisor is responsible for day to day operations at the branch.

JOB DETAILS

- Prepares daily run scheduling and planning for Road Services and/or Cash services.
- Effectively allocates daily resource requirements, including staff, vehicles, and equipment.
- Ensures the maintenance of security standards and operational procedures.
- Maintains a safe and secure work environment.
- Effective injury management, including coordination and management of return to work programs.
- Maintains the physical security of the branch, its people and assets through strict adherence to procedures and legislative requirements.
- Maintains adherence to Armaguard branch standard operating procedures, and security procedures, and internal audit requirements.
- Ensures adherence to pavement limits.
- Maintains compliance to statutory, legislative and licensing requirements, including EO (Equal Opportunity), OH&S (Occupational Health & Safety), Security and Firearms.
- Monitors and supports the activities of branch service delivery, to ensure that operational standards and customer expectations are met.
- Maintains positive relationships with customer representatives.
- Effective and efficient management of branch funds to reduce cash costs, maximize rate of return, and meet service requirements.
- Records and reconciles payroll information, such as overtime, allowances, leave, and rosters.
- Co-ordinates daily staff requirements, and addresses staff resource issues.
- Monitors and supports effective communication between customer representatives and staff.
- Engenders a work environment free from discrimination, harassment and bullying.
- Engenders a teamwork approach for setting and achieving objectives, and problem resolution.
- Monitors, implements, and supports initiatives and programs, to develop knowledge, skills, and competencies of branch employees.
- Undertakes other duties on behalf of other supervisors where appropriate.

QUALIFICATIONS AND EXPERIENCE

- Strong communication and interpersonal skills.
- Ability to engender teamwork and work closely with branch team to achieve shared outcomes.
- Understanding and application of change management, through demonstrated ability to effectively implement and manage change.

- Experience in the Cash in Transit, or related industry.
- Detailed knowledge of operations planning and scheduling.
- Familiarity with run scheduling and routing.
- Understanding of business information and reporting systems.
- Sound knowledge of payroll recording, particularly for overtime, commissions and shift allowances.
- Industrial relations / employee relations experience including negotiation, performance management, and communication skills.
- Customer service focus, experience and skills.

4