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# Example of First Line Manager Job Description

Our company is looking to fill the role of first line manager. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for first line manager

* Knowledge of health and safety and transport legislation
* Couching skills
* Communicate daily with Shift Manager to discuss progress against targets and feedback or update on issues
* Daily conversations with direct reports ensuring the performance is in line with their job role
* 39 hours a week, Any 5 from 7, with flexibility to cover other shifts as required
* Support in the design, development and maintenance of the First Line Control framework, including standards, policies and processes
* Support the First Line Control and Operations Manager in ensuring that our customers receive clear, fair and compliant communications
* Work collaboratively with First Line Managers to provide sound, practical guidance in the development and review stages of policy and process design
* Design and develop an effective and practical system for documenting, storing, monitoring and maintaining all regulatory operational processes, ensuring full business adherence
* Carry out regular customer outcome testing to ensure that policies and procedures result in fair customer outcomes

## Qualifications for first line manager

* At least 2 years work experience in Security
* Possess CompTIA Certification
* Leading, coaching and developing sales people remotely
* Solid grasp of sales excellence principles
* Thorough understanding of the General Practice environment
* Experience in tactical implementation of brand strategy executed through an aligned team