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| Position title | I&C Operations Manager |
| Division | Industrial & Commercial |

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| Purpose |

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| Reporting into the Regional I&C General Manager, this key position is integral to the business growth strategy for I&C in the SE.  This position is responsible for ensuring that the South East industrial and commercial waste and recycling service is delivered in a safe, compliant and profitable way, in accordance with all contract specifications where applicable. This role is ultimately responsible for service delivery across all operational depots in South East as well as any out-base locations and client sites with a workforce provision.  This role will be the Operational lead for all aspects of the South East I&C service, with its main focus on ensuring the service is delivered as per Suez standards as well as any client contract specification and includes all modes of collection.  To provide operational cover and support through periods of absence at any of the operating locations, and to undertake specific accountable responsibilities within the I&C region: such as CPC cover where required.  To support the General Manager wherever appropriate and required for ad-hoc projects and other initiatives. |

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| Key responsibilities |

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| Be responsible for directing, motivating, developing & training.  To develop the capability, through formal training and coaching of staff to ensure that they have the appropriate skills for their current and future roles.  To ensure that the performance of employees is effectively managed ensuring that underperformance is addressed and excellence is recognised; To realise maximum potential of staff through effective use of PDD process;  To utilise U Say Survey and Best Companies to increase employee engagement and empowerment.  To ensure New Customer process is open and transparent to ensure positive customer experience and creation of TRUST; To ensure that our O&A SLAs are achieved daily, to continue TRUST with Customer - that we will do what we say ;  To take Ownership of customer data ensuring that it is accurate and of the highest quality at all times.  To engineer and implement retention, growth and conversion strategies and deliver outstanding customer service.  To manage the broadening and improvement of the relationships between SUEZ and its key business partners.  To ensure all New and Existing business is at or above agreed Net Revenue Margins.  To ensure all operational resources are utilised in the most efficient and effective manner;  Measure performance (Business Process, Revenue, Costs, Compliance) on a regular basis - benchmark against agreed KPI targets and implement improvement measures to achieve agreed standards. |

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| Key responsibilities continued |

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| All H & S, Fleet and Environmental compliance obligations for the operations.  Recording and measuring performance and service delivery standards and developing and implementing action plans for delivering change.  Responsible for all operational employees’, such as wider Leadership, developing an engaged workforce, and when necessary to manage issues of conduct, conflict and poor performance.  Understanding of the lean principles and the implementation and management of these tools focussed on contract improvements, cost control, identifying efficiencies especially in processing of materials and their quality.  Provide support to disciplinary & grievance processes, and also accident investigations.  Contribute to the budgeting process where necessary. |

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| Skills |

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| Task management: multi-tasking, prioritisation, and delegation  Project management skills: ability to manage small to medium sized projects simultaneously  Analytical skills: ability to analyse simple operational raw data, identify trends and produce summations  Problem solving skills, ability to think outside the box and find innovative solutions.  Strong communicator, to a group, oral and written, and able to present information effectively.  Presentation skills; lead training and consultation sessions for audiences of various experience.  Business acumen: ability to identify KPIs to be used in business decisions.  Strong experience of providing a service to a high volume of public, industrial and commercial sector customers and or numerous individual customers and focussed on delivery of exceptional customer service as well as developing enhancing, enriching and strengthening the relationship for the future. |

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| Behaviours |

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| * Act in an honest, responsible and respectful manner to others. * Maintain a professional attitude. * Tactical thinker and have ability to plan for the long-term. * Friendly, approachable and helpful. |

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| Knowledge |

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| Experience of managing a muti site collection and single trip modes across a large area.  Contractual service level agreements and associated pay mechanisms.  Strong working knowledge of operational systems advantageous e.g. Clear, Elemos, Salesforce, Supatrak, etc  Strong working knowledge of iTrent and Harbour  Conversant with Citrix and Lotus notes and all standard SUEZ applications  Ability to use MS office suite, including Word, Excel, PowerPoint and Teams |

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| Specific candidate requirements |

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| Good understanding and experience of a multi-site and single trip operations and contracts across a large area, including back office / non-operational functions, such as missed collections reporting.  SWP systems & SWP reporting requirements.  Natural leader with the ability to influence others at all levels.  Working with key clients and B2B experience. |

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| Qualifications |
| CPC Road Haulage qualification.  ISOH in H&S, NEBOSH preferred, or will study for  Educated to higher level, degree qualified or possesses suitable experience | |

**Please note:** The content of this job description reflects the main duties and responsibilities of the job and is not intended to form part of the contract of employment. SUEZ may revise the content of the role and responsibilities at its discretion.