

Role and responsibilities

Identity

Position title	Contract Manager
Date	August 2016
Line Manager title	Municipal Regional Manager
Grade	8

Purpose

Why	The Contract Manager will have responsibility for the Contract, to manage the collection of waste (and/or delivery of street cleansing services) in an efficient and effective manner to maximise profits and maintain the contract to the satisfaction of the client.
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Key responsibilities

- To ensure appropriate employee levels are in place to deliver the contract requirements in a safe and effective manner
- To ensure the fair and equitable treatment of all employees in all areas.
- To motivate and empower employees by rewarding outstanding performance and maximising opportunities for personal development.
- To maintain regular communication on all Company issues and matters which concern the Employees directly.
- To manage the collection of waste in a way that protects the public and the environment, by reducing the impact of waste handling operations on the wider environment.
- Ensure that all facets of the business are carried out in compliance with or exceed the contractual requirements and are in accordance with HSE regulatory and SUEZ internal H&S and QEMS standards
- To ensure that all working procedures support the principles of Over & Above
- To maintain successful working relationships with the client, in order to ensure that SUEZ is perceived as a reputable, value for money service provider to members of the public and to secure future business
- To ensure that brand visibility i.e. on vehicles and uniforms etc, is at all times consistent and professionally presented and in line with Company policies

- To be in a position to meet the requirements and work closely with the client when sourcing and introducing recycling initiatives
- To control all elements of the business to deliver the terms of the contract whilst maximising company profit
- Establish and maintain a culture that supports a zero non-compliance approach on environmental issues.
- Establish and maintain a culture and operating process that keeps focus on health and safety issues
- Investigate, recommend and implement operating regimes that minimise cost and maximise EBIT at the contract. Work with internal and external customers to ensure that operations are best utilised to enhance profitability and maximise resource and asset capacity.
- Maintain the performance standards of the contract, as measured by complaints, defaults, recycling targets etc
- Liaise with the fleet department on all aspects of the vehicle fleet including servicing, maintenance and legislative requirements
- To ensure maximum efficiency in the deployment of human resources through effective recruitment & selection, performance management, communication and team building
- To equip employees with the necessary skills to fulfill their roles through training, coaching and mentoring
- Accurate and up to date record keeping and completion of all associated paperwork
- To undertake periodic site audits of documentation to ensure compliance and efficiency and actively take steps to improve any deficiencies or non-compliances
- To undertake professional and personal development by improving knowledge of the waste management industry by holding membership of professional bodies i.e. the IWM, in order to develop improved working practices in waste handling and treatment. To undertake relevant training and hold the appropriate required qualifications.
- Maintain regular meetings with the client in order to build a sound relationship and understand the client's needs, so as to maintain a long term contract/partnership.
- To ensure good systems of management are in place at the location to deal with the both geographical and customer complexities
- To liaise with other external bodies as required

Corporate Responsibilities

In line with SUEZ's Health and Safety Policy the job holder is expected to;

- Take reasonable care of his/her own health, safety and welfare and that of other people who may be affected by his/her actions or omissions.
- To co operate with SUEZ and with other employees in order to comply with health and safety law and SUEZ's Health and safety Policies and Procedures
- Not to misuse or interfere with, intentionally or recklessly, anything provided in the interests of safety.
- To ensure that within his/her areas of responsibility, SUEZ complies fully with its legal duties in respect of the health, safety and welfare of its employees and of other people who may be affected by his/her actions or omissions
- To ensure that the responsibilities commensurate with his/her role as laid out in the Health and safety policies and Procedures are fully met.

In line with SUEZ's Values and Ethics Charter the job holder is expected to ;

- Act in a honest, responsible and respectful manner to others
- Be responsible for their own professional conduct
- Comply everywhere and in all circumstances with the laws and regulations connected with their activities
- Comply with our obligations to our partners such as shareholders, associates, clients, suppliers and the community

Please note

1. In line with our Values and Ethics Charter, the job holder is expected to:
 - Act in an honest, responsible and respectful manner to others.
 - Be responsible for their own professional conduct.
 - Comply everywhere and in all circumstances with the laws and regulations connected with their activities.
 - Comply with our obligations to other parties such as shareholders, associates, clients, suppliers and the community.
 - Ensure the health, safety and wellbeing of employees, customers and other personnel at all times.
2. The content of this job description reflects the main duties and responsibilities of the job and are not intended to form part of the contract of employment. SUEZ may revise the content of the role and responsibilities at its discretion.