Job Description

Position title	Routing, Data and Optimisation Specialist
Date	January 2024
Line Manager	Project Management Team
Grade	TBC

Purpose

To be responsible for interpreting and manipulating data to produce detailed round and beat routes by utilising Route Optimisation software for Collections and Street Cleansing on Municipal Contracts using a combined knowledge of modelling, statistics, analytics and maths to solve problems on data queries.

The post holder will play a fundamental role in providing Regional / Contract Managers with high level options appraisals and providing advice and guidance on service parameters and the refinement of rounds and beats to ensure smooth implementation following contract award and optimisation throughout the life of the contract.

To mine, merge and analyse large amounts of data from client and contract datasets to drive optimisation and improvement of services, offers and Municipal business strategies.

Key responsibilities

To work directly with Regional / Contract Managers and members of the Bid Team and produce accurate detailed outputs for each municipal collection, recycling, and street cleansing service contract to support proposals as defined by the Client's contractual requirements.

To produce maps and manipulate data to graphically portray information for use in proposals and advise on options appraisals for Regional / Contract Managers and Clients.

To assemble and interpret data from SUEZ R&R UK contracts, regional statistics, national trends, and open data-sources. To present results in an agreed format using Excel, PowerPoint and Word and develop waste flows for use in service design for all new proposals.

Use predictive modelling to increase and optimise customer experiences, revenue generation and other business outcomes. Use business acumen and knowledge of SUEZ municipal operations and customer insight to ensure data outputs are actionable, beneficial and relevant to SUEZ and its clients/customers.

To lead the data gathering process for existing contracts and prepare and provide data to the Bid Team in support of potential new Client opportunities.

Produce options appraisals supported by Route Optimisation software and open-source data ensuring Clients key drivers are included within proposals.

To promote, create, document and enhance best practice and a continuous improvement culture of route optimisation across all municipal collection services, street cleansing services.

To lead on the assembly and interpretation of both internal and external performance parameters.

Key responsibilities [cont'd]

Prepare, submit, and present service design outputs to be included in project development documentation / papers for operational approval.

Understand and interpret complex information requirements, assess the purpose for which the information is required and develop and deliver appropriate solutions using various information and query tools.

Design accurate and relevant measures of business performance in delivering the customer experience, e.g. standards and performance dashboard.

To work with stakeholders across the business to ensure that improvement initiatives support the municipal development strategy.

Working with IT/Systems/Improvement teams to ensure the data is captured in a format that enables the business and the client to understand customer behaviour and to answer key business and performance questions.

Design and influence robust data capture, cleaning and enhancement processes.

Develop and maintain robust processes to validate information.

Act as a key point of contact/expertise for information, Excel questions, and data issues within the Municipal business.

Stay up to date with the latest technology, techniques and methods and produce options based on what is available in the municipal market, ensuring optimum value is gained from the processes and systems utilised.

To act as an expert user and advisor for routing software systems and to produce waste flow models supporting any service proposal.

Manage relationships and contracts with 3rd party suppliers, including Webaspx, Ordnance Survey and any other routing / data suppliers.

Skills

Commercially aware, numerate and IT focused.

Excellent communication skills.

Able to assemble and interpret data from contracts, regional statistics, national trends, open data sources.

Advanced knowledge and experience of building and analysing large data sets through multiple systems and complex databases.

Be used to working collaboratively in a capacity of adding value to the decision-making process.

Being able to re-evaluate priorities, respond quickly and positively to change is imperative.

Be an effective contributor to the strategic direction of the Municipal Division.

Experienced in translating service design and communicating changes to the workforce.

Behaviours

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.

Act as an ambassador for the Project Management team across the company.

Commitment and determination to meet personal objectives. Strong drive and resilience.

Displays a can-do attitude and prepared to challenge assumptions and opinions at all levels in the organisation.

Knowledge

Extensive knowledge of routing and route optimisation and mapping software.

Significant experience in the definition and documentation of data standards, governance and control.

A proven history and experience in the application of sound project development and project management techniques.

Experienced in the preparation of service design and service change proposals.

Significant knowledge and experience of data harvesting and ability to translate data into new applications.

Understanding of collection systems, street cleansing operations and services through supervision or direct service modelling.

Be fully conversant with Microsoft Office packages with advanced level Excel skills and have a good general understanding of IT infrastructure.

To present results in an agreed format using Excel, PowerPoint, Word, and GIS and develop waste flows for use in service design for all new proposals.

To manipulate data to graphically portray information for use in proposals and provide options appraisals for Regional / Contract Managers and Clients.

Legal compliance for waste and street cleansing operations.

Specific candidate requirements

Strong financial / commercial understanding and excellent communication skills.
Experience of dealing with multiple stakeholders while managing expectations and communicating in a suitable manner.
Must be able to work on own initiative to strict deadlines and a good organiser. Manage workflow priorities.

Qualifications

Significant data and business analysis skills (minimum 5 year experience).

Data / Business Analysis qualification.

Project management qualification.

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.