

Role and responsibilities

Identity

Position title	Operational Support Manager - Processing
Person	xxx
Date	April 2023
Line Manager title	Head of Operational Support - Processing
Line Manager name	Stephen Penny
Grade	8

Purpose

(the 'why' of the position, within which limits and according to what objectives)

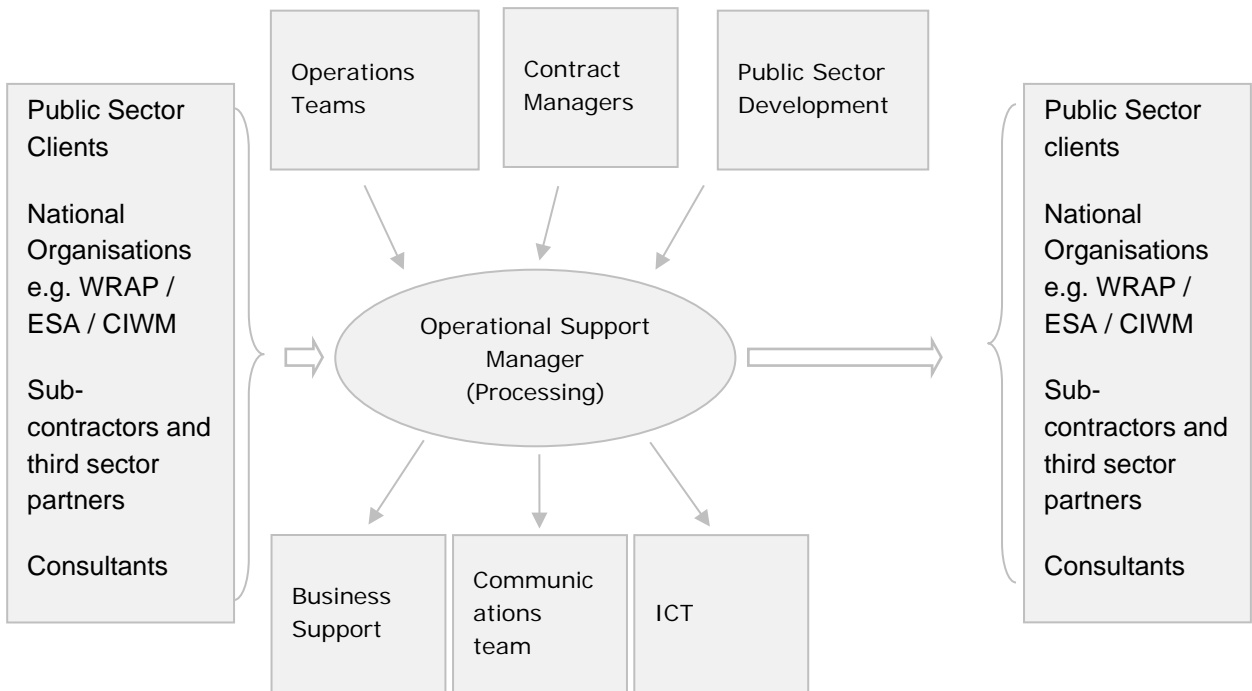
Why	To assist the Operational Support (Processing) team in ensuring the integrity of the O&M solution (operational, technical, transportation recycling and off-takes) in all public sector 'Processing' tenders including PFI/PPP tenders and existing service optimisation.
Within	The limits as set out in the company's policies and procedures (specifically the approvals levels required for each project) and the same as set out by the tender packaging.
According to	SUEZ recycling and recovery UK's overall strategic objectives and core values and specifically the Public Sector growth targets as set out in both the medium term plan and Public Sector Development Team's strategy.

Dimensions

Financial		Non-financial	
Revenue	N/A	Employees	None
Capex	N/A	H&S responsibility	
Operating profit	N/A	Communication	

EBITDA (ex central overhead)	N/A	Training and development	N/A
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Key stakeholder interaction network



Ideal candidate experience

Operational & Public Sector Experience

Operational experience gained within waste operations (public or private sector), including waste processing activities such as materials recycling, transfer and HWRC services - preferably a minimum of three years.

A good understanding of UK waste legislation and market drivers.

Excellent inter-personal skills, communication, influencing and leadership skills.

Strong writing and presentation skills.

Strong financial knowledge with the ability to analyse data and gather costings for tenders.

Degree level or equivalent.

Area one: Pipeline and positioning

Details		Delivery measure
<ul style="list-style-type: none"> – Assist the Operational support team (processing team intelligence is captured regarding each opportunity and shared with the team. – Build relationships with potential customers before the formal tender stage with a view to understanding their needs, and where possible, helping to shape their chosen solutions. – Build market intelligence on the solutions being developed by competitors and suppliers in order to ensure SUEZ solutions are optimal. 		<ul style="list-style-type: none"> – Demonstrable understanding of the market. – Active contribution to CRM database. – Demonstrable understanding of operational developments in the market place.
In order to	ensure that SUEZ market positioning is credible and reflects developments in the market place	

Area two: Solution Development

Details		Delivery measure
<ul style="list-style-type: none"> – Development of operating, transport and off-take costs and revenues in 'Processing' bids including significant complex projects – Provide operational input into the commercial O&M solution including optimum risk allocation, for each project – Develop and negotiate commercial aspects of new solutions (e.g. re-use, materials offtake arrangements) – Provide and critically review with the Financial Modeller all OPEX data and technical information – Identification of risks and opportunities within each tender, together with quantification and mitigation strategies where relevant. – Understanding the market / competition, and developing a competitive solution. – Development of solutions, using an iterative process from concept solution through to final design of services. – High levels of problem solving skills, including root-cause analysis, that allow communication and resolution of issues as they arise. 		<ul style="list-style-type: none"> – Ensuring solutions have robust assumptions. – Contribution to risk workshops/ discussions within the team – Assist in developing solutions that are deliverable and to ensure that SUEZ profitability is enhanced – Assist in developing solutions which meet the customers' requirements. – Development of a credible technical and commercial solution for consideration by approvals committee and where relevant operations.

<ul style="list-style-type: none"> – High levels of decision making skills that recognise decision making as a process. – Keep up-to-date with technology and legal developments. – Use of continuous improvement processes that include lessons learned procedures, client feedback sessions, and new business reviews i.e. that allow us to track performance against tendered assumptions. 	
In order to	ensure that bespoke, high quality, optimised and competitive solutions are developed by the team.

Area three: O&M input to bid preparation

Details	Delivery measure
<ul style="list-style-type: none"> – Develop O&M inputs to bid submission using project management principles (including development of method statements) – High levels of decision making skills that recognise decision making as a process. – High levels of organisation and planning/ time management skills that support efficient working in a stressful environment. – High levels of quality management skills that recognise the stages required in planning and review of the final product (the tender submission) – Use of continuous improvement processes that include lessons learned procedures, client feedback sessions, and new business reviews i.e. that allow us to track performance against tendered assumptions. 	<ul style="list-style-type: none"> – Delivery of O&M aspects of bids on time. – Delivery of O&M aspects of bids that are compliant with tender requirements. – Compliance with internal processes, e.g. Gateway Processes, Regional Approvals.
In order to	ensure that we submit high quality O&M aspects of tenders that are optimised against the evaluation criteria for the project.

Area four: Communication

Details	Delivery measure
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<ul style="list-style-type: none"> – High levels of business writing skills, to be used in the production of method statements that meet the evaluation requirements of each tender. – High levels of verbal communication skills to communicate our message, negotiate and influence, both internally and externally. – Represent SUEZ Recycling and Recovery UK at industry events. – Work with the communications team to ensure SUEZ has the opportunity to engage with customers and prospects both in person and via social networking. – Share best practice and information about the latest local authority / industry trends with the team. – Promote the successes of the team internally and externally. 	<ul style="list-style-type: none"> – Contribution to return submissions that score highly under quality criteria. – Assist in arrangements for the production of high quality presentations for SUEZ approvals processes. – Produce / deliver high quality presentations to clients. – Achieve good outcomes by supporting client meetings, Competitive Dialogue etc.
In order to	ensure clarity of communication both internally and externally.

Area five: Finance

Details	Delivery measure
<ul style="list-style-type: none"> – Good level of commercial understanding that assist with the development of service solutions, the build-up of costs and risk analysis. – Request and receive costing information from internal and external sources. The use of negotiation where necessary e.g. where engaging with third party suppliers. – Management and maintenance of O&M aspects of financial/ tendering assumptions. – Production of financial and business models that take account of risk and targeted financial positions. – Support for financial modelling team for the production of financial models for more complex tenders, to include full interrogation of the model. 	<ul style="list-style-type: none"> – Develop O&M assumptions working financial model. – Evidence derivation of costs and input assumptions. – Ability to defend financial choices.
In order to	ensure that O&M aspects of financial assumptions are prepared with all necessary due diligence, and to ensure clarity of position when seeking internal approval for tenders.

Area six: People

Details		Delivery measure
<ul style="list-style-type: none"> – Contribute to O&M aspects of work for the tender team, to include coordination with internal support functions e.g. construction, planning, permitting, property, operations, (and if relevant) legal and MIS. – Act as an ambassador for the Public Sector Development team across the company. 		<ul style="list-style-type: none"> – Team feedback on contribution to bids and projects.
In order to	Ensure an engaged and empowered workforce.	

Area seven: Compliance

Details		Delivery measure
<ul style="list-style-type: none"> – Ensure all local authority bids submitted comply with relevant planning and environmental legislation and are based upon the principles of good industry practice. – Ensure all local authority bids submitted comply with SUEZ's group sustainable development criteria or replacement documentation. – Interrogation of sub-contractor offers where appropriate. – Comply with client's tender requirements. 		<ul style="list-style-type: none"> – Submission of compliant bid to client. – Procurement of subcontracts which are suitable and appropriate for the tender.
In order to	Ensure the production of compliant offers to our local authority customers.	

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.