|  |  |
| --- | --- |
| Position title | Regional Business Assistant |
| Division | Processing Surrey |

|  |
| --- |
| Purpose |

The Regional Business Assistant will work closely with the Regional Manager, business analyst and the wider regional operational team to ensure accuracy of data within the systems, provide detailed reporting and analysis of the daily, weekly, monthly and annual performance of the Surrey operations on both a standardised and ad hoc basis, and generally to support the team in the delivery of the business' targets.

Working within the Surrey business within the sphere of reporting, systems, for the Surrey PFI contract.

The objective is to establish a strong and cohesive link between the operations and finance department in a collaborative culture and the successful delivery of budgets and other required metrics.

The position will require occasional weekend working to support the needs of the operation to deliver information in accordance with the Company and Client requirements.

|  |
| --- |
| Key responsibilities |

**Communication**

* Liaison with Local Authority, commercial and other key clients as necessary, and assisting with query resolution.
* Assist in budget and forecast  preparation by working with the individual operational teams by site to ensure that their budgets are built up under the key heads of Fleet, HR, Wasteflow and P&L
* Support the Senior and Assistant Financial Analysts on an ad hoc basis particularly in respect of data collation and reporting, as well as data analysis and cleansing as appropriate. This may include root cause analysis of potential issues with current processes
* Monthly production of the contract billing file including the collation of all data and the manipulation of the data into the required format for the production of the contractual invoice. Working with operations and the client to ensure the accuracy of all costs and revenues are correctly recorded and auditable. Analysis of the region’s financial results to identify potential areas of concern in respect of accuracy and reporting, as well as identifying trends and making suggestions about corrective action and improvements

**Customer Service (internal & external Customers)**

* Provide support to the Senior Financial Analyst and the Assistant Financial Analyst during the annual Budget and Medium Term Plan Process
* Deliver billing file monthly to the Financial analyst
* Provide support to the Senior Financial Analyst and the Assistant Financial Analyst on an ad hoc basis
* Assist in the resolution of queries from key clients and third party customers
* Work alongside Location and Operations Managers to support and develop a better understanding of the impact of key operational decisions
* To understand and deliver the needs of the customer be it internal or external

|  |
| --- |
| Key responsibilities continued |

* Provide administrative and financial support to the regional team.

**Legislative Compliance**

* Provide support on key contracts within the business, assisting in the development of reporting structures and tools as specified within the relevant contractual documentation, and ensuring that contractual penalties are not incurred.

**Company Ambassador**

Ensure the business portrays a professional image to all internal and external customers and stakeholders.  This will include support in delivery of liaison group meetings and contract review meetings.

Assist Municipal clients daily, weekly and monthly to achieve contract targets.

**Project Management**

* Co-ordinate production and distribution of reports & data submissions within the team and to external customers and financial performance, as well as production of monthly operational reports
* Manage projects/tasks on behalf of the regional team, that will improve the efficiency of the business.
* Co-ordinate regulatory data submission to ensure their timely collation and submission.
* Provide support to the regional team in operational activities to maximise the performance of the business.

|  |
| --- |
| Skills |

.

The ideal candidate will have a sound understanding of the waste industry, with a good level of financial awareness, able to interrogate profit and loss statements and identify patterns, areas of concern and opportunities for improvement. They will be highly IT literate with a strong knowledge of Microsoft Office, in particular Excel, PowerPoint and Word with knowledge of other Microsoft products such as Access and Project being an advantage. Additionally, the candidate will be expected either to demonstrate existing knowledge of SUEZ's internal systems, such as MM, CLEAR, Cognos BI and SPOPS, or an ability and willingness to learn said systems.

.

|  |
| --- |
| Behaviours |

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.

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.

|  |
| --- |
| Knowledge |

In addition to the technical skills set out above, the candidate will need to possess excellent communication skills and the ability to influence, persuade and negotiate with both internal and external customers at various levels. The candidate must demonstrate a highly professional manner, the ability to approach and solve problems in logical and sustainable manner, and must be able to work on their own initiative to meet strict deadlines and organise their workload accordingly.

The position will require occasional weekend working to support the needs of the business to deliver information in accordance with the Company requirements

Finally, the candidate must be prepared to travel regionally at short notice, to provide assistance in a variety of contexts and to take responsibility for the delivery of key projects as directed from time to time by regional management.

|  |
| --- |
| Specific candidate requirements |

The candidate must have a good understanding of accounting principles. They must be able to interpret P&L accounts and be able to analyse operational performance in order to highlight and implement efficiency savings.

|  |
| --- |
| Qualifications |

GCSE English, level 1 -3

GCSE Maths, level 1 -3

Project Management – APM or Similar

The role requires a diligent and hard working individual, who is able to prioritise workloads. They must be a team player as they will be working across all aspect of the contract.

The individual will be respectful and considerate when working with other employees of teams.

They will demonstrate a willingness to listen and learn, without being judgmental, and will be flexible in their approach to resolving problems.

**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.