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| Position title | Operations Manager |
| Division | Municipal |

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| Purpose |

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| To assist in the management of the Waste Transfer Station and Household Waste Recycling Centres in an efficient and effective manner to deliver a safe operation, maximise profits and maintain the contract to the satisfaction of the client |

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| Key responsibilities |

To assist the Contract General Manager the following:

* Review the performance of all staff
* Career management and development of staff
* Implementation of disciplinary procedure as and when necessary
* Manage and record the sickness, absence and leave of staff
* Have an open-door policy and encourage your team to talk to you about any issues they may have.
* Ensure holidays are adequately covered so that employees do not return to an endless list of tasks to complete.
* Observe the number of hours employees work and ensure that appropriate breaks are taken
* Personally live the values everyday
* Complete the appropriate PDD for employees of all grades and discuss specifically how they live the values on an everyday basis
* Communicate by listening to your team
* Respond to team members if they approach you with any issues, ideas or customer complaints
* Manage the intake and outtake of commodities across all sites
* Ensure all plant and buildings are in good order

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| * Ensure Contract requirements are met
* Attend regular review meetings
* Investigate customer complaints
* Ensure all invoicing is undertaken in a timely and accurate
* Identify and anticipate needs
* Maintaining the performance standards of the contract, as measured internally and by the client. (E.g. complaint levels for missed bins on both refuse and recycling)
* Maintaining a positive and constructive relationship with the client at all levels
* Supervise the handling of complaints from the client or resident of the borough and implement any remedial action required resolving
* Ensure company health & safety procedures and all areas of the operation adhere to guidelines
* Investigate accidents and incidents arising out of SUEZ’s delivery of services
* Actively monitor and audit existing control systems to ensure the smooth running and delivery of SUEZ’s services
* To ensure that SUEZ complies fully with its legal duties in respect of the health, safety and welfare of its employees and those who may be affected by the Company’s activities
* To cooperate with management in promoting and encouraging a positive Safety culture amongst the workforce
* To report to their line manager any matter in relation to health and safety
* To co-operate and assist in the induction and training of employees as required
* To undertake training as directed
* To report training needs to line management
* To assist management in the completion of risk assessments and the implementation of required control measures
* Review timesheets and wage summaries
* Ensure maximum efficiency is applied to the operation
* Actively monitor and audit existing controls and procedures are in place to ensure the smooth running and delivery of SUEZ’s services
* Setting budgets, forecasts and financial targets
* Ensure budgetary targets are adhered to during the course of the year
* Meet financial performance indicators
* Ensure accurate month end profit and loss predictions for the contract
* Critically analyse accounts and financial information to ensure accuracy

In line with SUEZ’s UK’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
* Any other duties that are reasonably requested within the scope of the job role
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| Key responsibilities continued |

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| Skills |

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| * Good general level of education
* Ability to work within a budget
* Data Management
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| Knowledge |

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| * Some practical experience in resource management
* To have management experience in dealing with compliance and health and safety
* Management and supervision of a team
* Strategic Planning and Leadership
* Continuous Improvement
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* Click here to enter text. Think about what is required. For example – The candidate should have an understanding of the waste industry.
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| Specific candidate requirements |

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| * Level 4 COTC Hazardous Waste desired
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| Qualifications |

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| * IOSH desired
* International Transport CPC desired
* Level 4 COTC Hazardous Waste desired
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**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.