Role and responsibilities

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| Identity |

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| **Position title** | Business Support Coordinator |
| **Date** | 14th July 2017 |
| **Line Manager title** | Municipal Support Manager |
| **Grade** | 11 |

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| Purpose |

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

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| **Why** | To promote, create, document and enhance best practice and a continuous improvement culture within the municipal division; to support the business in conducting their day to day tasks using Suez’s operational systems as a seamless, beneficial work tool.  Provide support on key operational systems to ensure operational stability and appropriate levels of service, providing input into system design, implementation and operation. This includes monitoring user access levels to prevent operational impact from accidental and malicious activity.  The role will assist the Municipal division improve the current profitability of the current Municipal Contract portfolio and give greater value to our existing and future client base through continual improvement of contracts through proactive training and audits. |
| **Within** | The limits of authorisation laid down by the company Policies & Procedures. |
| **According to** | The Targets set out by the Business Improvement & Mobilisation Manager (reflecting SITA UK's overall strategic objectives) |

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| Key stakeholder interaction network External Output Supply Chain  1. Public Sector Customers  2. Existing Contracts  3. Development team  4. Regulatory Bodies (LA, FTA, DVSA, HSE)  5. External Suppliers |

External Input Supply Chain

1.Public Sector Customers

2. Existing Contracts

3. Development team

4. Regulatory Bodies (LA, FTA, DVSA, HSE)

5. External Suppliers

Processing, Development team, Finance, Analysts

Municipal Division

Business Support Co-Ordinator

HR, Communications, Customer Insight, MIS, H&S, Fleet

Minimum Profile Requirements :

Background/Experience

Experience customer facing skills via phone and email. In particular, the ability to communicate clearly with both technical and non-technical customers at all levels of the business.

Good process Management skills

Strong team working skills

High quality written and verbal communication/presentation skills

Experience of testing and implementing software into a controlled environment

Knowledge of Microsoft applications to enable production of reports and project plans

Ability to build relationships for information on solving problems, both internally and externally

Specific Knowledge

Good understanding of the key success factors and input criteria behind implementation of new software/technology.

Excellent written & communication skills, Computer skills (Powerpoint, Excel, Word, project),

Business Understanding

A sound understanding of waste management legislation and the functional implications for Suez core application

Safety & Compliance

Clear understanding of compliance required when training new/existing users on technology/software

Customers

Experience of working with customers and stakeholders to deliver efficiencies and savings. Constantly reviewing how to manage expectations, maximising customer loyalty and profit levels.

People

Open communication skills. Experience of engaging and communicating with employees to ensure training and implementation is successful.

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| Area one - Best Practice and Implementation |

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| **Details** | | **Delivery measure** |
| * Full understanding and knowledge of CORE application * Full understanding of Route optimisation Software * Oversee the use of the CORE application to ensure best practice is followed, identifying areas of improvement/non-compliance. * Troubleshooting problems with operational/application process and identifying solutions to enable the business to provide a quality, compliant service. * Ability to report to internal and external customers in a detailed manner. * To work with all operational/departmental management to identify potential improvements and developments within the CORE system, including reporting requirements. * To test all new releases prior to ‘go live’ to ensure they are suitable for purposes and meets the criteria of the specifications. * To provide full training for all end users on any new functionality to ensure the full developments are realised. * To provide full management monthly reporting on all key areas within the CORE system * Provide regular audits on all existing Municipal Contracts that have the CORE system. | |  |
| In order to | Influence stakeholders towards the achievement of Suez’s goals. | |

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| Area two - Communication and Collaboration |

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| **Details** | | **Delivery measure** |
| * Effectively communicate with all levels within the division. * Ensure all employees are suitably briefed on any implementation of the CORE system within the Municipal division, * Constantly review the CORE reporting procedures with the individual teams to resolve any issues that may arise. * Liaise and effectively communicate with external clients on updates on the CORE system, including any enhancements to the system. * Monitor, communicate and measure implementation with operations and external clients in accordance with the agreed plan. * CORE implementation training plan executed under the monitoring control of Municipal Support Manager. * Liaise with MIS to implementation of software and training plans are integrated with the wider IT systems. | | Usay - Successful implementation (timescales, delivery plan, other operational measures) |
| In order to | Maximise employee engagement to deliver excellent customer service | |

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| Area three - Customer Relationship |

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| |  |  | | --- | --- | | **Details** | **Delivery measure** |  |  |  |  | | --- | --- | --- | | * To provide value for money / ongoing contract development benefits to our existing client base. * To deliver ‘the basics’ each and every day with clear development and focus toward going ‘Over & Above’ for our clients. * Manage client’s expectations ensuring the highest possible standards of customer service. * Ensure the continual development, improvement and deepening of all client relationships with a clear focus on partnership working for the future long term and ongoing benefits of both parties. | | Annual customer satisfaction survey | |  |  | | |

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| Area four - Business Strategy and Formulation |

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| **Details** | | **Delivery measure** |
| * Assist in the updates of contract specific business plans by agreeing a rolling plan of audits/reviews with the Municipal Support Manager/Operations and the Regional Managers. * Provide ongoing training reviews as required by the agreed contract specific business plans. * Assist with Implementing CORE updates within the agreed timescales to existing contracts | | Contract specific business plans |
| In order to | To support the operational teams in achievement of the contract specific plans | |

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| Area five - New Business Development |

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| **Details** | | **Delivery measure** |
| * Work closely with the development team on new business tendering opportunities and assist in the bidding process. * Assist in producing training support for all new tenders on all services * Assist in the production of method statements around training and implementation of CORE system. * Pivotal in support for data integration, implementation, mobilisation and training of all new contracts. | | Post tender evaluations |
| In order to | Achieve business growth by securing new and existing contracts for the division | |

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| Area six - Legislative |

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| **Details** | | **Delivery measure** |
| * Ensure that when training on new/existing of new CORE implementations consideration has been given to the health and safety and wellbeing of all employees, customers and members of the public in accordance with legal, environmental, and other requirements. * Ensure that when training on new/existing of new CORE implementations consideration has been given to Fleet and environmental compliance in accordance with all legal and other requirements to ensure the safety of all our staff, customers and members of the public. | | LCRS, Workforce, H&S KPI’s |
| In order to | Operate in a compliant manner protecting all stakeholders, the environment and reputation. | |

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| 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.

1. 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.