



## JOB DESCRIPTION/PERSON SPECIFICATION

A	POSITION DETAILS
	<b>DIVISION: Processing</b>
	<b>JOB TITLE: MRF Shift Supervisor                      REPORTING TO: Shift Manager</b>
	<b>GRADE: 12</b>

**‘A FRIENDLY, SUPPORTIVE PLACE WHERE YOU’LL LOVE TO WORK’**

B      JOB PURPOSE
<p>Supervise, motivate, involve and develop employees in order to create a positive work environment which delivers outstanding customer service through the efficient and effective collection, recycling, and recovery of waste material at the site.</p>

C      KEY RESPONSIBILITIES – Empowered and Engaged Workforce
<ul style="list-style-type: none"> <li>• Ensure all employees are provided with the appropriate training, both at induction and on an on-going basis, in order to ensure employees work in accordance with Health and Safety requirements and are able to provide good customer service.</li> <li>• Ensure all employees attend an annual Performance and Development Discussion and that all actions identified are delivered as agreed.</li> <li>• Coach and mentor employees to ensure efficient deployment of staff and resources on site.</li> <li>• Create a positive working environment.</li> <li>• Ensure regular and open communication with all employees to keep them updated on workplace issues and any SUEZ recycling &amp; recovery UK business developments.</li> <li>• Conduct regular team briefings, seek their views on workplace issues and any raised are dealt with in a timely and supportive manner.</li> <li>• Lead by example and, through the building of positive, open and honest relationships with employees, create an engaged and empowered workforce.</li> <li>• Collate working hours of site staff for payroll on a weekly or monthly basis.</li> <li>• Order equipment and resources for the site, as necessary.</li> <li>• Keep house keeping of site &amp; operation areas to a high standard.</li> </ul>

D      KEY RESPONSIBILITIES – Customer Service
<ul style="list-style-type: none"> <li>• Ensure the delivery of outstanding customer service, striving to constantly exceed expectations.</li> <li>• Advise customers on ways to improve the waste recycling thereby reducing disposal costs and increasing recycling revenues.</li> <li>• Ensure all vehicles; equipment, containers, uniforms etc are correctly branded so as to convey an up to date and professional image to customers.</li> <li>• Ensure best use is made of materials collected and the value is maximized for the benefit of SUEZ recycling &amp; recovery UK.</li> <li>• Deal with site complaints professionally and in a timely manner.</li> <li>• Ensure products for onwards sale meets the customers’ requirements.</li> </ul>

## **E KEY RESPONSIBILITIES – PROTECTION**

- Establish and maintain a culture and operating process that keeps focus on Health and Safety issues to minimise reportable, lost time and other accidents.
- Take reasonable care of your own health, safety and welfare and that of other people who may be affected by your actions or omissions.
- Cooperate with SUEZ recycling & recovery UK and with other employees in order to comply with Health and Safety law and SUEZ's Health and Safety Policies and Procedures
- Ensure that anything provided in the interests of safety is not misused or interfered with.
- Ensure that, within your area of responsibility, SUEZ recycling & recovery UK complies fully with its legal duties in respect of the health, safety and welfare of its employees and of other people who may be affected by your actions or omissions
- Ensure that the responsibilities commensurate with your role, as laid out in the Health and Safety Policies and Procedures, are fully met.
- Provide COTC cover to sites as requested.
- Conduct site audits in line with company policies and procedures.
- Administer your site efficiently and keep accurate records to ensure compliance in all regards.
- Make sure that all plant & machinery is fully maintained, serviceable & not used if defected,

## **F KEY RESPONSIBILITIES – Profitable and Sustainable Company**

- Recommend any changes to site operating systems that minimize cost or maximize the use of our resources and maximize SUEZ's profit.
- Maintain budgetary control over site operations.
- Administer the site efficiently and keep accurate records to ensure accurate financial reporting

## **G CORPORATE RESPONSIBILITIES**

In line with SUEZ recycling & recovery 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

*The contents of this job description reflect the main duties and responsibilities of the job and are not intended to form part of the contract of employment. SUEZ recycling and recovery UK may revise the content of this Job Description/Person Specification at its discretion.*