

Role and responsibilities

Identity

Position title	Operations Administrator
Line Manager title	Administration Manager or Senior Operations Administrator

Purpose

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

To effectively and efficiently provide operation administrative support

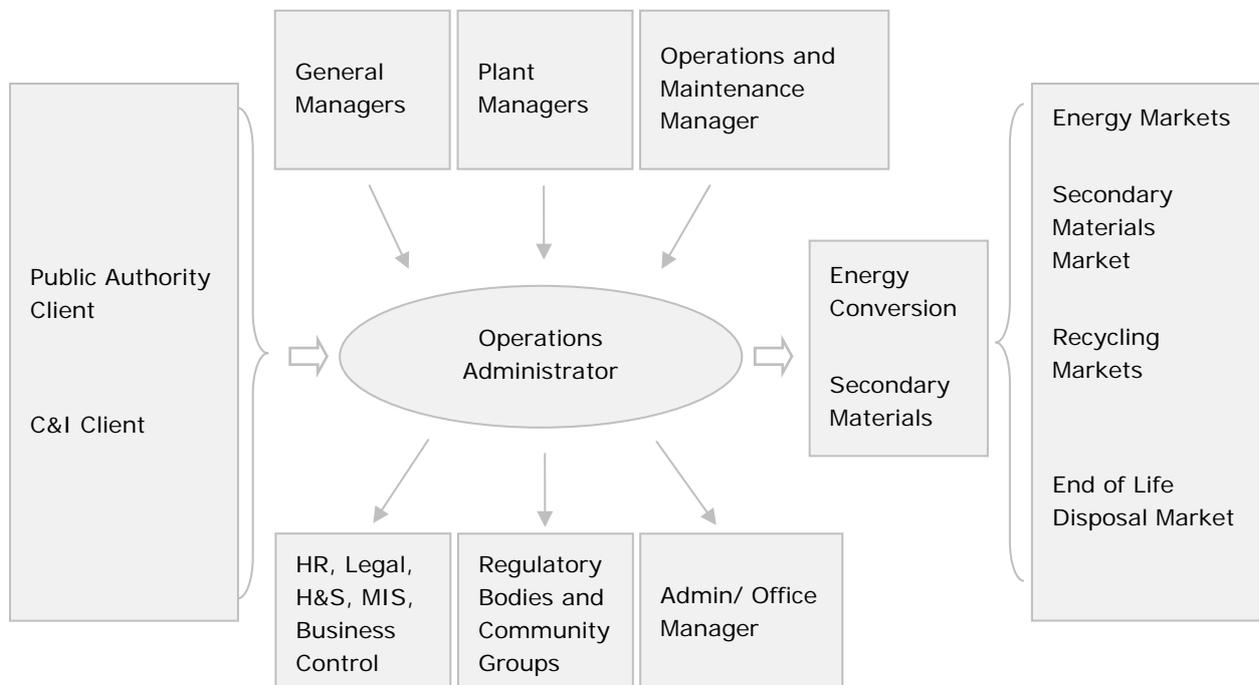
Review business data for the day to day activities of the sites managed by SUEZ

Support the municipal disposal contract services and other third party contracts

Undertake duties to ensure compliance with reporting requirements of activities

Produce KPIs for clients, monthly financial reports, quarterly tonnage reports and other information as required to support the business

Key stakeholder interaction network



Ideal candidate experience

- Basic Financial Awareness
- IT Skills – Word, Excel, PowerPoint, Outlook, Internet, Lotus Notes, Financial Systems or ability to learn
- Experience of financial administration
- Customer service experience
- Problem Solving ability
- Communication Skills
- Knowledge of waste management industry

Area one - Empowered and Engaged Workforce

- Provide support to the Site Manager and other team members in operational activities to maximize the overall performance of the business
- Maintain an open, constructive relationship with the central team in order for the business to achieve its key targets throughout the year
- To work with other WMSC teams to ensure that duties are covered during periods of annual leave

Area two - Customer Service

- Liaise with local authority clients
- Ensure client satisfaction
- Resolve invoicing queries direct with clients
- Act as a point of contact for all queries from authority client officers and liaison with internal resource provision
- Manage projects on behalf of the Site Managers that require resolution for the efficiency of the business
- Co-ordinate production and distribution of reports & data submissions within the team and to external customers. These may include health & safety, environmental and financial performance, as well as production of monthly operational reports
- Act as a point of contact for all queries from authority client officers and liaise with internal resource provision

Area three - Protection

- Ensure the business portrays a professional image to all internal and external customers and stakeholders. This will include support for contract review meetings and liaison groups
- Ensure the business meets internal and external standards and requirements
- Co-ordinate regulatory data submission to ensure their timely collation and submission

Area four - Profitable and Sustainable Company

- Complete financial pack for month end accounts
- Assist in formulation of accounts, budgets, forecasts and the preparation of statistics and presentation materials

Area five - Corporate Responsibilities

In line with SUEZ'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

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.