

JOB DESCRIPTION/PERSON SPECIFICATION

A	POSITION DETAILS
	DIVISION: Processing North
	JOB TITLE: Processing Contract Manager REPORTING TO: Regional Manager
	GRADE: 7

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

B	JOB PURPOSE
	<p>To manage a local authority PFI processing contract, in excess of £20m annual revenue; (where directly supported by a Regional Manager). Primary responsibilities will include overseeing delivery of services to the contract specification, management of the associated contract payment mechanism and identifying / delivering opportunities to negotiating improvements to contractual terms / profitability. The role will also assume full health, safety and environmental compliance responsibility for the relevant contract.</p> <p>The role will also hold responsibility for setting the strategic direction of the contracts’ development, including the creation of new service opportunities and the commercial integration with other SUEZ assets in the region (e.g. logistics depots or processing facilities).</p>

C	KEY RESPONSIBILITIES – Empowered and Engaged Workforce
	<ul style="list-style-type: none"> • Ensure adequate resources are in place to deliver the required services, in line with contract specification. • Facilitate the recruitment, training and development of staff and operators in line with company standards and with HR Policies and Procedures. • Establish appropriate reward and incentive mechanisms for manual staff to ensure performance to contractual targets (e.g. recycling performance, material quality and customer care). • Set key personal objectives and KPI’s to members of the contract team.

D	KEY RESPONSIBILITIES – Customer Service
	<ul style="list-style-type: none"> • Implement a culture for customer care and service within the contract and lead all significant contract liaison meetings, performance reviews and negotiations. • Ensure all staff deliver the required standard of customer service to all site users. Implement and manage dedicated customer care management systems as required (e.g. computer system for self-monitoring performance). • Ensure the timely and accurate delivery of agreed information required by the customer, either in fulfilling contractual requirements (e.g. invoicing, performance or compliance information) or in the negotiation of service changes or contract variations. • Develop strong and clearly defined links with internal and external service providers both at contract and regional level.

E KEY RESPONSIBILITIES - Protection

- Ensure that all operations are delivered in compliance with relevant health, safety and environmental compliance regulations.
- Ensure that all health, safety and environmental obligations of the contract are adhered to and reported upon as required.
- Ensure that all staff, contractors and suppliers engaged with the performance of the contract services are adequately certificated, informed, trained and supervised to perform their duties.
- Ensure that all infrastructure, plant and other assets are maintained to the standard required by SUEZ's P&P's and the contractual requirements.
- Lead all relevant significant engagements with enforcing bodies; including the EA, HSE and Local Authority.
- Ensure that appropriate supervision for the performance of the contract services is maintained in line with SUEZ's P&P's and the contractual requirements.

In line with SUEZ UK's Health and Safety Policy the job holder is expected to;

- Take reasonable care of their own health, safety and welfare and that of other people who may be affected by their actions or omissions.
- To cooperate with SUEZ UK and with other employees in order to comply with health and safety law and SUEZ UK's Health and safety Policies and Procedures
- Not to misuse or interfere with, intentionally or recklessly, anything provided in the interests of safety.
- To ensure that within their areas of responsibility, SUEZ 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 their actions or omissions
- To ensure that the responsibilities commensurate with their role as laid out in the Health and safety policies and Procedures are fully met.

F KEY RESPONSIBILITIES – Profitable and Sustainable Company

- Assume full responsibility for the financial performance of the contract P&L
- Ensure delivery of EBIT/DA to required targets, seeking always to maximize delivery of sustainable profit over the duration of the contract.
- Establish commercial opportunities within the contract which best improve utilization of available assets and infrastructure.
- Seek always to identify new opportunities for revenue improvement and cost saving measures.
- Seek commercial opportunities to develop the wider SUEZ business within the geographic region of the contract
- Ensure the preparation of annual budgets within agreed timescales.
- Establish and maintain 'best practice' techniques across the contract so as to maximise operational efficiency and reduce costs.

G CORPORATE RESPONSIBILITIES

In line with SUEZ 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

H KEY KNOWLEDGE/QUALIFICATIONS/TRAINING/SKILLS/EXPERIENCE

Local Authority service contract management skills and experience (D)

Experience of managing service delivery within a complex contractual environment (E)

Experience of operating within a multi site service provision contract (E)

Experience of managing a P&L centre >£20m (E)

Experience of management of a large manual workforce (E)

Experience of the waste, recycling, logistics or similar industry (D)

IOSH Managing Safely(E) or NEBOSH General Certificate (D)

WAMITAB level 4 (non-hazardous transfer and treatment) (D)

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 UK may revise the content of this Job Description/Person Specification at its discretion.