Role and responsibilities

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| Identity |

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| **Position title** | Head of Operations Support |
| **Date** | March 2017 |
| **Line Manager title** | Director of Public Sector Development |
| **Grade** | [5] |

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| Purpose |

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

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| **Why** | Manage the Operational Support Team to provide O&M solution in bids including PFI/PPP tenders  Oversee and be accountable for each O&M offer included in each stage of each bid or PFI/PPP tender  Provide technical information and advise on best practice to all Bid Managers for key facility types and operational performance  Review innovation in operations both internally and externally and provide advise to the business |
| **Within** | The limits as set out in the company’s policies and procedures and specifically the commitment procedure |
| **According to** | SUEZ’s overall strategic objectives and core values and specifically the Public Sector growth targets as set out in both the medium term plan and the Regional / Divisional Development Strategies. |

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| Key stakeholder interaction network |

Directors and Regional Managers Processing

OPCOM

Director of Public Sector Development

Regional Bid Managers and Senior bid managers

Senior Bid Managers

O&M Support Managers

Trading

Construction

SHEQ

Public Sector Customers

Public Sector Technical Advisers

Technology Providers

Other Waste Management Companies

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| Ideal candidate experience |

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| Degree in technical / scientific discipline |
| Experience of developing technical solutions on large scale (PFI/PPP) and smaller scale waste tenders |
| Experience of managing waste PFI project submissions |
| Experience of producing waste flow models |
| Data Management skills |
| Experience of managing a team |
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| Area one - Resource |

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| **Details** | | **Delivery measure** |
| * Management of the Operational Support Team * Responsible for resource allocation, monitoring and team co-ordination * Responsible for Operational Support Team staff recruitment, development and succession planning * Engage with staff members consistent with USay objectives and principles * Coordinate SUEZ operational staff and external advisers to ensure coherent and robust technical assumptions are developed * Build open and effective relationships with the group. | | Availability of resource to support strategic bid pipeline  USay results |
| In order to |  | |

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| Area two Technical Support |

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| **Details** | | **Delivery measure** |
| * Be the ‘face’ of SITA O&M in all bids for both internal and external customers * Interface with client, (shareholder, equity partners and funders where relevant) and their advisers on operational and technical matters * Thoroughly review and analyse client requirements * Oversee and be accountable for the development of the optimised technical solution for each project * Oversee and be accountable for the waste flow modeling underpinning each project * Oversee and be accountable for operational, technical and transportation input into all projects * Oversee and be accountable for commercial O&M solution, including optimum risk allocation, for each project | | Number of tenders supported  Number of tenders achieving approval to submit  Success rate of submitted tenders |
| In order to |  | |

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| Area three - Compliance |

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| **Details** | | **Delivery measure** |
| Ensure all local authority bids submitted comply with relevant planning and environmental legislation and are based upon the principles of good industry practice  Ensure all local authority bids submitted comply with Suez R&\*R sustainable development criteria  Ensure that all operational solutions incorporate robust Health and Safety Plans  In line with SITA UK’s Health and Safety Policy the job holder is expected to;  Take reasonable care of his/her own health, safety and welfare and that of other people who may be affected by his/her actions or omissions.  To co operate with SITA UK and with other employees in order to comply with health and safety law and SITA 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 his/her areas of responsibility, SITA 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 his/her actions or omissions  To ensure that the responsibilities commensurate with his/her role as laid out in the Health and safety policies and Procedures are fully met. | |  |
| In order to |  | |

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| Area four Governance |

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| **Details** | | **Delivery measure** |
| * Significant potential for impact on SITA business * Winning and closing of local authority procurement opportunities * Ultimately responsible for identification and accuracy of all operating, transport and off-take costs and revenues in all bids including significant and PFI/PPP projects   Ultimately responsible for the commercial O&M solution, including optimum risk allocation, for each project  Negotiate the O&M contract with SPV (i.e. with third party equity), funders and public sector clients  Review and validate all cost inputs to each tender  Ensure acceptance of O&M offer by SPV/Principal Bid Manager  Ensure acceptance of costed technical solution by Principal Bid Manager (including on behalf of SPV), senior management, shareholders, equity partners, funders and their advisers  Provide the Waste Flow and Cost Modeller with all opex data and technical information for both Base Case and Sensitivity Cases  Critically review outputs of sensitivity analysis   * Provide operational input into the commercial solution including calibration of the risk matrix, Performance Regime, default triggers and liability caps * Develop and negotiate heads of terms and contracts with off-takers and key subcontractors * Develop and negotiate commercial aspects of new solutions * Critically review with the Financial Modeller all opex data and technical information to ensure that SITA UK profitability is enhanced | |  |
| In order to |  | |

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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.