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| Position title | Senior Service Delivery Manager |
| Division | I&C |
| Line Manager | Regional Operations Manager |

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| Purpose |

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| Why: To manage operational staff and processes to achieve or exceed agreed service levels, to provide an optimal cost service and to provide operational solutions to commercial offering  Within: The limits of authorisation laid down by the company Policies and Procedures  According to: The targets set out by Regional Business Owner (reflecting Suez UK’s overall strategic objectives) |

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| Key Responsibilities |

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| **Area 1)** To operate an open and inclusive communication style that builds environment of TRUST;  To develop the capability through formal training and coaching of staff to ensure that they have the appropriate skills for their current and future roles including contingency cover;  To ensure that the performance of staff is effectively managed ensuring underperformance is addressed (up to and including dismissal) and excellence is recognised;  To utilise U Say Survey to increase employee engagement and empowerment;  To realise maximum potential of staff through effective use of PDD process Responsible for recruitment of Service Delivery Team / Driver/Loader positions.  **Area 2)** To promote a creative, innovative and entrepreneurial culture to empower staff to overcome business barriers and achieve targets;  To engineer and implement a rigorous systematic planning regime to ensure maximum payload per vehicle producing optimum cost of service levels;  To implement and manage a rigorous service level achievement programme – to achieve or exceed service level performances;  To source, negotiate and manage strategic 3rd party service providers to service out of scope requirements and extended territory areas.  To engineer robust contingency plans for degrees of disaster recovery situations.  To co-ordinate fleet requirement to ensure optimum availability with internal/external providers |

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| Key responsibilities continued |

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| **Area 3)** To ensure activities within operations are carried out with the highest regard to the Health and Safety and Wellbeing of all employees, customers and members of the public in accordance with legal, environmental, and company policies including but not limited to:-  *-Ensuring that staff are trained in line with their responsibilities and duties.*  *-Ensuring that vehicles are maintained and operated in accordance with our Policies and Procedures*  *-Ensuring that drivers comply with all Road Transport Legislation.*  *-Ensuring that site and route risk assessments have been completed.*  *-Ensuring at branch level Polices and Procedures for building maintenance and safety are adhered to.*  *-To carry out accident and near miss investigations and to monitoring accident performance*  To create, develop and promote a culture within the Branch that focuses on business efficiency and compliance with company policies and objectives – paying particular attention to “Safety in Mind” programme.  **Area 4)** To implement and achieve the Regional strategy.  To source and negotiate alternative disposal sites for non strategic residue wastes streams;  To ensure cost effective rectification solutions;  To ensure that operational information is accurately recorded and processed (OBW and CLEAR) for invoicing purposes;  To manage the profitability of mobile compaction routes and other systems in terms of distance travelled, price and disposal of work.  To regularly benchmark 3rd Party Service Suppliers and manage existing inline with pricing and SLA’s;  To regularly review out of scope/area work to evaluate opportunities for internalisation;  Through pro-active driver management ensure minimal damage/ maintenance requirements to vehicles and efficient usage of fuel.  Through pro-active staff management ensure minimal damage / maintenance requirements to site |

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| Further Responsibilities |

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| **Area 5)** To foster an environment of right first time to give the customer the best possible customer experience.  To pro-actively manage the rectification process, ensuring all re-scheduled work is communicated with customer on the day of non-collection;  To pro-actively investigate all causes of service failure and take corrective action in terms of staff performance and/or process amendments to ensure no repetition within operations;  To promote a customer service focus in the drivers’ approach to their work;  To manage the contamination process in a positive and informative manner;  To liaise with the Customer Relations Team in ways to enhance the customer experience and services provided;  To manage quality of communications from Service Delivery Team to internal and external customers including but not limited to:-  *-telephone & email, resolving customer complaints or queries effectively;*  To carry out site audits / waste reviews  **Area 6)** To collaborate with colleagues to create cost effective operational solutions to commercial offerings;  To ensure a smooth implementation of new business, liaising with all stakeholders to ensure customer experience is positive;  To promote staff sales lead schemes.  **Area 7)** To actively promote and engage with O&A initiatives, relating staff activities to the customer experience and actively coaching / discussing thereof  To actively review Red Flag incidents and working with colleagues take corrective actions in staff performance and/or process amendments to ensure no repetition of incident.  **Area 8)** To evaluate and feedback to Regional Business Owner changes within competitor structures, service level operations, pricing structures, movement of key staff etc |

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| Specific candidate requirements |

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| Background / Experience – minimum of 2 years’ experience in operational manager position of a multi-drop logistics environment– high volume – low margin business, operated in a continuous improvement environment.  Specific Knowledge – IOSH or equivalent, Full CPC National Road Haulage, Certification of Technical Competence in Waste Management (level 4) , ADR awareness, Computer skills (MS, Excel, Word) , experience of Lean Processing /continuous improvement  Business understanding – strong financial/operational skills with track record of route planning / operational productivity and service level improvements.  Compliance – understands the need to operate in a compliant manner whilst at the same time competing in a challenging environment.  Customers (external and internal) – ability to relate to managing service levels, creating positive customer experience whilst managing expectations, maximising customer loyalty and profit levels.  People – open communication skills, experience of building successful teams |

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| Behaviours |

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| 1) In line with SUEZ's 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 these roles and responsibilities at its discretion. |

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