

Role and responsibilities

Identity

Position title	HWRC Manager
Date	August 2019
Line Manager title	Regional Manager

Purpose

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

To manage the daily operation of the Regional Household Waste Recycling Centres, to ensure that all sites are manned and operating in compliance with the current legislation, company policies and contractual requirements, and to ensure that all operations regarding the running of the site are carried out with maximum safety, efficiency and profitability.

Ideal candidate experience

- Experience in the operation and management of Household Waste Recycling Centres and all associated requirements, to facilitate maximum recycling
- Knowledge of all waste management industry legislation
- Knowledge of Health and Safety legislation
- Proven people management skills and experience
- Proven leadership, motivational and team building skills
- Proven experience in record keeping, IT skills and report writing
- Proven Financial Awareness
- IT Skills – Word, Excel, PowerPoint, Outlook, Internet, Lotus Notes, Financial Systems
- Relevant COTC level 4 qualification
- Full driving licence

Area one - Empowered and Engaged Workforce

- You must remain aware at all times of your responsibilities for your own Health and Safety, for the Health and Safety of those directly responsible to you, your colleagues and any other who may be affected by the operations under your responsibility or control. You must ensure that at all times your direct reports apply reasonable levels of safety and that the correct PPE is worn. Please refer to the Health and Safety Policy for further details on your specific responsibilities

- Apart from the duties summarised in your Role Profile, the company reserve the right to include other reasonable duties which are part of, and incidental to, this type of work
- To carry out annual and timely Performance Appraisal Reviews (PARs) of all direct reportees
- Winning acceptance when implementing changes in the face of potential resistance

Area two - Customer Service

- Manage and control staff and resources, to ensure that all sites are fully manned on a day to day basis, including Bank Holidays
- Liaise with the Environment Agency, Combined Authority, Health and Safety Executive and external bodies to ensure comply with Site Licence, contractual and health and safety requirements, and to maintain relevant external accreditations
- Achieving agreed target and key performance indicators

Area three - Protection

- Complete records, collate data and produce reports regarding site performance, complaints, accidents, incidents and training, maintaining constant flow of information, trending performances and identifying future requirements
- Ensure COTC requirements are met and records completed
- You must adhere to all Company Policies and Procedures (including but not limited to) those specified in the Employment Handbook, H&S Policy, EMS System, IRIS system, Management Guide and any financial / accounting systems
- Manage all HWRC staff and contractors employed at regional sites, ensuring efficient and safe site operations in compliance with current legislation and company procedures
- Formulate proposals to work patterns and staffing changes for consideration by the Regional Manager and Human Resource Manager

Area four - Profitable and Sustainable Company

- Forecast and control the Revenue Budget for the Regional HWRCs, and ensure a cost effective, profitable operation.
- Ensure through good management, communication and training that recycling targets and relevant Key Performance Indicators are met and that all site staff are competent in their role and aware of the company vision
- Ensure the maintenance and repair of all plant, machinery and site infrastructure is carried out expediently, efficiently and in compliance with current legislation, company procedures and contractual requirements
- Involved in consultation with the Regional Manager to determine the Revenue Budgets subject to management executive agreement, and setting out procedures, co-ordinating staffing levels and making decisions within those parameters
- Control and Monitor Revenue Budget on a day to day basis
- Refer any proposals that fall outside of the Revenue Budget to the Regional Manager
- Manage the implementation of new sites and technology and their integration with continuous site operation

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.