

Position title	Contract Supervisor
Date	January 2025
Line Manager title	Contract/Operations Manager / Assistant Contract/Operations Manager
Grade	12

Purpose

To supervise and manage staff for the Municipal contract within a geographical area, monitoring the quality of work undertaken, liaising with Client officers, staff and members of the public to ensure customer and client satisfaction.

To uphold positive organisational culture, safeguard operational resilience, drive efficiency and ensure successful contractual performance

Key responsibilities

- Operations: Strategic Operational Management:
Oversees end-to-end logistics and client relationship management, ensuring operational efficiency and contractual compliance.
- Health & Safety: Comprehensive Safety Leadership:
Drives a culture of safety through proactive risk management, training, and continuous improvement of workplace safety practices.
- Fleet Management: Integrated Fleet Optimisation:
Ensures fleet reliability, safety, and compliance through systematic vehicle management and driver oversight.
- Human Resources: Holistic Workforce Management:
Manages the full employee lifecycle, from recruitment to performance management, fostering a productive and engaged workforce.
- Leadership and Management: Transformational Leadership:
Embodies organisational values and cultivates leadership excellence, driving team performance through skilled people management and strategic guidance.

Skills

- **Communication:**

Encompasses emotional intelligence, feedback exchange, assertiveness, employee empowerment, conflict management, collaboration, and effective communication. This skill set involves understanding and managing emotions, providing constructive feedback, expressing thoughts clearly, creating an engaging environment, handling conflicts, fostering teamwork, and adapting communication styles to ensure clear understanding across diverse audiences.

- **Proactivity:**

The ability to anticipate and address potential situations before they occur, demonstrating initiative and foresight in tackling challenges and opportunities.

- **Time Management:**

The skill to efficiently prioritize tasks, manage workload, and meet deadlines without compromising quality or experiencing burnout.

- **Problem Solving:**

The capacity to identify issues, analyse situations, and implement effective solutions using appropriate tools and techniques, overcoming obstacles efficiently and practically.

- **Supportive Leadership:**

Combines being supportive and accommodating with coaching and mentoring. This involves providing emotional support, being flexible, facilitating problem-solving and growth through guiding questions, and sharing wisdom and experience to foster professional development in team members.

Behaviours

- **Shape the Future:** Put our client at the centre of our actions, Design an actionable vision, Make sustainability a key differentiator, Dare to innovate and drive continuous improvement.
- **Make it Happen:** Dare to drive change, be exemplary to aim for success.
- **Collaborate to Elevate:** Always lead in the Groups best interests, Foster Transparency & Networks
- **Unleash the talent of your People;** Trust & delegate, Allow each person to grow, Care for yourself & others.
- **Team Spirit:** Together, we work, we collaborate, we problem solve, we support, we encourage and we celebrate.
- **Respect:** We care, we can be our authentic selves, we're compassionate, we're ethical and we're honest. We act to keep everyone safe and well.
- **Commitment to the Environment:** We preserve, restore and protect our planet. We act to reduce, reuse, recycle and recover resources.
- **Customer Focus:** We're dedicated, focused and creative. We innovate, we advocate and we collaborate with our customers for the environment.

Knowledge

Industry-Specific:

- Waste management operations
- Environmental regulations
- Transportation and logistics

Communication Skills:

- Conducting meetings and debriefs
- Report writing
- Conflict resolution

Data Analysis:

- KPI tracking and reporting
- Performance data interpretation

Specific candidate requirements

- Driver CPC is desirable but not essential
- Class 2 LGV licence is desirable but not essential

Qualifications

- No formal qualifications required

Please note: The content of this job description reflects the main duties and responsibilities of the job and is not intended to form part of the contract of employment. SUEZ may revise the content of the role and responsibilities at its discretion.