

JOB DESCRIPTION/PERSON SPECIFICATION

A	POSITION DETAILS		
	DIVISION: Processing		
	<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border: none;">JOB TITLE: Assistant Contract Manager</td> <td style="width: 50%; border: none;">REPORTING TO: Processing Contract Manager</td> </tr> </table>	JOB TITLE: Assistant Contract Manager	REPORTING TO: Processing Contract Manager
JOB TITLE: Assistant Contract Manager	REPORTING TO: Processing Contract Manager		
	GRADE: 10		

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

B	JOB PURPOSE
	To assist in the management of the processing contract in an efficient and effective manner to maximise profits and maintain the contract to the satisfaction of the client

C	KEY RESPONSIBILITIES – Empowered and Engaged Workforce
	<ul style="list-style-type: none"> • To assist the Processing Contract Manager in the following: • Review the performance of all staff • Career management and development of staff • Implementation of disciplinary procedure as and when necessary • Manage and record the sickness, absence and leave of staff • Have an open-door policy and encourage your team to talk to you about any issues they may have. • Personally live the values everyday • Respond to team members if they approach you with any issues, ideas or customer complaints • Deputise in the absence of the Processing Contract Manager

D	KEY RESPONSIBILITIES – Customer Service
	<ul style="list-style-type: none"> • Ensure Contract requirements are met • Attend regular review meetings • Investigate customer complaints • Ensure all invoicing is undertaken in a timely and accurate • Identify and anticipate needs • Maintaining the performance standards of the contract, as measured internally and by the client. • (E.g. complaint levels for turnaround times) • Maintaining a positive and constructive relationship with the client at all levels • Supervise the handling of complaints from the client and implement any remedial action required resolving

E KEY RESPONSIBILITIES - PROTECTION

- Ensure company health & safety procedures and all areas of the operation adhere to guidelines
- Investigate accidents and incidents arising out of SUEZ's delivery of services
- Actively monitor and audit existing control systems to ensure the smooth running and delivery of SUEZ's services
- To ensure that SUEZ complies fully with its legal duties in respect of the health, safety and welfare of its employees and those who may be affected by the Company's activities
- To cooperate with management in promoting and encouraging a positive Safety culture amongst the workforce
- To report to their line manager any matter in relation to health and safety
- To co-operate and assist in the induction and training of employees as required
- To undertake training as directed
- To report training needs to line management
- To assist management in the completion of risk assessments and the implementation of required control measures

F KEY RESPONSIBILITIES – Profitable and Sustainable Company

- Review overtime and wage summaries
- Ensure maximum efficiency is applied to the operation
- Actively monitor and audit existing controls and procedures are in place to ensure the smooth running and delivery of SUEZ's services
- Setting budgets, forecasts and financial targets
- Ensure budgetary targets are adhered to during the course of the year
- Meet financial performance indicators
- Ensure accurate month end profit and loss predictions for the contract
- Critically analyse accounts and financial information to ensure accuracy

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	
Good general level of education	3
Some practical experience in waste management	4
To have a management experience of dealing with compliance and health and safety matters	5
Hold COTC Level 4 (or working towards)	5
Experienced in the management and supervision of a team	4

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.