

Job Description

Position title	Regional Manager (DRS)
Date	September 2026
Line manager title	Operations Director (DRS)
Grade	6

Purpose

Provide day-to-day management of the DRS operations in the region to deliver SUEZ' obligations under its contract with Exchange for Change (the Client), doing so in a profitable manner, in accordance with relevant legislation and contract standards. Build relationships with the Client and ensure compliance with the contract. Understand the needs of the Client, managing and exceeding these expectations where possible. Work closely with the DRS Operations Director to ensure contract objectives are delivered. Ensure compliance with environmental and health & safety standards driving for continuous improvement. Ensure compliance with all relevant SUEZ policies and procedures.

Key responsibilities

Interface with the Client regarding operational delivery and management within the region. Build a positive relationship with the Client and ensure compliance with the contract.

Develop and maintain excellent relationships with key stakeholders, including the other SUEZ DRS Regional Manager and other Client delivery partners to ensure smooth delivery of the operations in the region and to support smooth service delivery across the country as a whole.

Manage relationships with third party delivery partners and ensure their performance supports achievement of contract targets.

Work with I&C and Processing divisions to ensure contractual targets are exceeded.

Work with the mobilization team to deliver all services from Service Commencement Date. Manage the transitional services in line with the contractual transition plan.

Manage, motivate and develop staff providing coaching and mentoring to ensure delivery of agreed objectives. Lead employee engagement in the region.

Ensure compliance with environmental and health & safety standards driving for continuous improvement.

Ensure the robustness of all contract data and work with all relevant stakeholders to ensure its accuracy and provision to the Client within contractual timescales.

Key responsibilities [cont'd]

Ensure compliance with the operational, contractual and performance management targets within the contract.

Ensure the business portrays a professional image to all internal and external customers and stakeholders.

Ensure the business meets all internal and external standards, policies, procedures and requirements.

Manage the geographic region within the DRS Contract in a profitable manner in accordance with relevant legislation and the contract. Take full responsibility for relevant operating budgets, operating expenditure and relevant capital expenditure in the region.

Ensure Monthly Reports and other reporting required by the Client and delivered in a timely manner.

Manage projects on behalf of the DRS Operations Director that require resolution for the Client and success of the contract.

Support the DRS Operations Director in developing and implementing business strategy and improvement opportunities that support the business objectives. Lead in developing business plans and medium-term plans for the region to support the contract and SUEZ business strategy.

Skills

Proven experience of managing and being accountable for a complex, multi-site contract delivering business objectives.

Demonstrable ability to deliver business performance including developing and implementing opportunities to improve growth and efficiencies.

Proven experience of delivering to high health & safety, environmental and business standards.

Financial acumen, including P&L management, forecast and budget knowledge.

IT Skills – Word, Excel, PowerPoint, Outlook, Teams, Financial Systems.

Experience in managing major Clients and delivering high levels of customer service.

Problem solving ability.

Excellent communication (verbal, written and presentation) skills.

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.
- **Continuous Improvement** - Demonstrate a proactive and collaborative approach to identify and implement opportunities which continually improve business processes, quality and overall performance.

Knowledge

Knowledge of waste management industry.

Logistics & Service delivery

B2B contract delivery

Specific candidate requirements

Significant experience within the Logistics sector

Long term multi site contract management

Complex contract mobilisation experience

Qualifications

Educated to degree level or equivalent

Project management, Planning & Organising (Prince 2 or equivalent (desirable))

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.