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| <b>Job Title:</b>            | Operations Manager   |
| <b>Responsible To:</b>       | Head of Service Delivery   |
| <b>Responsible For:</b>      | Contract management of several major contracts (worth over 12 million per annum), the Transfer Station and Household Reuse and Recycling Centres (HRRC) service operated directly by WLWA.   |
| <b>Main Function of Job:</b> | <p>Responsible for the contractual delivery of the operations, operational delivery of the assigned contracts and management of the interfaces between all WLWA operational arrangements.</p> <p>To assist the Head of Service Delivery in the work and responsibilities of the Authority, particularly commercial variations which affect the assigned contracts.</p> |
| <b>Salary:</b>               | PO8 £51,836 - £57,170 per annum  |
| <b>Basic Hours:</b>          | Negotiable – between 28.8 and 36 hours per week  |
| <b>Principal location:</b>   | Unit 6, Britannia Court, The Green, West Drayton, UB7 7PN.   |

### **Duties and Responsibilities:**

1. To continually review technical, legal and professional developments and to scrutinise site organisation, operations, safety, contracts and procurements in order to identify opportunities for improving the efficiency, quality and safety of all WLWA operational arrangements.
2. Managing the implementation of operational improvement initiatives.
3. To carry out all duties in a responsible and professional manner, work collaboratively with colleagues and contractors and show initiative and flexibility in meeting the necessary priorities so as to enhance the efficiency of the sites operations and to ensure the provision of service to collection authorities, their contractors, commercial customers using the transfer stations and members of the public using the HRRCs.
4. To strengthen relationships between contractors and boroughs with timely provision of information, operational meetings, management and maintenance of site contingency arrangements, and liaison with other disposal premises.
5. Maintain effective communications with all stakeholders and partners including the six constituent Boroughs and contractors to stay abreast of industry and operational developments.
6. To be responsible for developing training programmes including working in partnership with Boroughs and Contractors.
7. To be responsible for the production of statistics and other management information; the maintenance of records; and the financial performance of the business.
8. To be responsible for the operation of HRRCs directly operated by WLWA, including:
  - a. Line management of HRRC manager(s)

- b. To hold contract meetings with the Borough(s) as the HRRC Contractor and with Contractors (e.g. Suez, WLER Ltd and Lakeside Ltd) as the Client.
  - c. To oversee the recruitment, retention, management and training of staff. To ensure adequate staffing levels.
  - d. To oversee the maintenance, operation and records of the site infrastructure, plant and equipment and inventory.
9. To be responsible for providing consultancy support to Boroughs on the operation of their waste sites and deliver improvement projects at these sites in partnership with the Boroughs.
  10. To prepare, manage and control the operations budget. To assist in the preparation of the annual budget with actual and expected waste flows and commercial information.
  11. To be responsible for the management of contracts, sites and the supply chains within the contracts including: ensuring that the sites meet all statutory requirements for the environmental permit and safe operation and ensuring that the sites, staff and contractors operating the site do so in accordance with the Authority's values and behaviours.
  12. To be responsible for the day-to-day management of multiple waste treatment, transport and disposal contracts and to manage their competing needs. To liaise with such contractors on movements and costs, safety matters, KPIs, performance management and contract delivery etc.
  13. To organise and chair contract meetings, keep a record of meeting minutes, monitor KPIs, agree and document variations and local agreements with reference to the wider contractual picture and with awareness of the supply chain impact.
  14. To be responsible for all Health & Safety matters in contracts and services managed by the post-holder, including liaison with the Health & Safety Executive (HSE), maintenance of safe systems of work, emergency procedures and risk assessments and management of safety procedures eg accident reporting to keep people safe at all times.
  15. Assist the Head of Service Delivery with the development, management, review and updates to the Joint Municipal Waste Management Strategy.
  16. To assist the Head of Service Delivery in the negotiation of variations, procurement or re-procurement of any services required by the Authority to deliver its services.
  17. To deputise for the Head of Service Delivery as required and in accordance with such arrangements as may be made.
  18. Represent WLWA at borough partnership meetings and other forums as required and promote the reduction of waste through reuse, recycling, waste management improvements and Circular economy initiatives.
  19. Support the development of Business Plans, Annual Reports, and Committee reports.
  20. To promote equal opportunities and diversity and good industrial relations.
  21. To keep informed of and generally contribute to, all aspects of the work and responsibilities of the Authority, and to undertake such additional functions as the Head of Service Delivery may allocate.
  22. To be prepared to work at locations other than the usual place of work as required by the demands of the service.

West London Waste Authority is continually reviewing its structures and ways of working in order to provide the best services possible for residents, in the most efficient way. As a result, through appropriate consultation with staff and representatives, the key tasks in any job may be varied and the post holder will be expected to take on such variations consistent with the level of responsibility of the post.

**PERSON SPECIFICATION:**

| Values and Behaviours   | Recruitment and Selection    |  |
|---|------------------------------|--|
|   | Essential (E), Desirable (D) | Assessed by; Application (A), Interview (I), Test (T) or Other (O) |
| My team is able to make decisions at the right level, without having to refer to me   | E                            | A, I   |
| I ensure the needs of different communities are understood and addressed              | E                            | A, I   |
| I challenge others, and deal with challenges in an honest and constructive way        | E                            | A, I   |
| I am a role model for the Authority's behaviours and lead by example                  | E                            | A, I   |
| I make decisions within the scope of my authority, rather than refer them up the line | E                            | A, I   |
| I take responsibility for making sure that taxpayers' money is spent effectively      | E                            | A, I   |
| I make sure I know what others are doing in order to do my job well                   | E                            | A, I   |
| I am flexible in my work and can change what I'm doing in order to meet priorities    | E                            | I  |
| I treat everyone fairly, with respect and value differences.                          | E                            | A,I  |
| I do what I say I will do, when I've promised to do it, or let people know why not    | E                            | A,I  |

| <b>Experience, Qualifications, Training or other requirements</b>  | <b>Essential (E), Desirable (D)</b>  | <b>Assessed by: Application (A), Interview (I), Certificate (C), Other Test on-site (O)</b>         |
|--|--|---|
| <b>Qualifications</b>  | <b>Recruitment and Selection</b>   |   |
| <p>Educated to degree level or significant relevant experience.</p> <p>WAMITAB Certificate of Technical Competence for a waste management facility completed or working towards.</p> <p>IOSHH, NEBOSH Certificate for Managing Safely completed or working towards.</p>  | <p>E</p> <p>E</p> <p>E</p>   | <p>A, C</p> <p>A, C</p> <p>A, C</p>   |
| <b>Experience</b>  | <b>Recruitment and Selection</b>   |   |
| <p>To be a good communicator at all levels and be proficient in explaining the service goals, performance targets and expectations of the service and provide feedback on performance</p> <p>To be an enthusiastic leader, committed to the service goals and to express that commitment through optimism</p> <p>To have the ability to challenge, inspire, enable, model, encourage others and be able to delegate, in relation to varied topics, including equality and diversity issues</p> <p>To be an effective leader with strong vision of how the services we provide need to develop, and to be able to articulate that</p> <p>To have a strong commercial understanding of waste management industry drivers</p> <p>To be an excellent team player</p> <p>To possess problem solving skills</p> <p>To have excellent oral and written communication skills</p> | <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> | <p>A,I</p> <p>A,I</p> <p>A,I</p> <p>A,I</p> <p>A,I</p> <p>A, I</p> <p>A,I</p> <p>A,I</p> <p>A,I</p> |

| Experience, Qualifications, Training or other requirements  | Essential (E), Desirable (D) | Assessed by: Application (A), Interview (I), Certificate (C), Other Test on-site (O) |
|---|------------------------------|--|
| To have the ability to prioritise workloads and to remain calm under pressure   | E                            | A,I  |
| To demonstrate knowledge of relevant legislation including environment, recycling, waste, plant and Health & Safety etc   | E                            | A,I  |
| Experience of managing change in waste management operations and supply chains  | E                            | A,I  |
| Experience of managing budgets  | E                            | A,I  |
| Willingness to undertake unsocial hours, weekend and Bank Holiday working, as required  | E                            | A,I  |
| To have experience of managing operational staff and contractors within a framework of complex commercial documents, chairing meetings, record keeping and variations | D                            | A/I  |
| Experience of recommending and implementing service improvements and strategies   | E                            | A,I  |
| Experience of working closely with Local Government or Public Sector  | D                            | A,I  |