



Role profile

Role title	Operations Officer (East)
Reports to	Operations Manager (East)
Team	Operations
Grade	JWS4
Date role profile created	30 June 2021
Role summary This role will support the Operations Manager in managing the waste collection and street cleansing contract. This will involve liaising with the Contractor to deliver a high level of service in compliance with the waste collection and street cleansing contract. This will include monitoring the day-to-day performance of the contract, working with the contractor to improve customer satisfaction in services and monitoring health and safety. They will be proactive in identifying issues in these areas and work with the Contractor to resolve them successfully. They will also investigate and resolve escalated complaints from residents and Councillors. The role will also be expected to be actively involved in the delivery of the annual Contract Improvement Plan and other internally delivered projects to increase recycling performance.	
Work context Surrey's 11 district and borough councils and the county council work in partnership to manage waste from the county's homes and tackle other environmental issues such as fly-tipping and the reduction of single use plastics. This role is part of the team that delivers countywide improvement work on behalf of the partnership and manages a £14m waste collection and street cleaning contract on behalf of four of the partners. The team's vision is to become a trusted authority in environmental management, helping to secure a sustainable future by using innovative cost-effective solutions shaped by market intelligence and customer insight.	
Line management responsibility if applicable	This post has no direct line management responsibilities but will be required to manage contractors and may be asked to supervise occasional temporary staff.
Budget responsibility if applicable	None
Person specification	Education, qualifications and training • Educated to A Level standard, or able to evidence ability at an equivalent level Knowledge and experience • Experience in monitoring contracts and using performance management systems • Significant experience of providing good customer care • Experience of implementing projects or contract changes would be an advantage

	• Knowledge of health and safety legislation and risk management • Knowledge of environmental legislation would be an advantage Skills and abilities • Ability to communicate well with Members, Senior Management, colleagues, Contractors and members of the public • Able to work effectively in cooperation and partnership with a wide range of people and organisations • Excellent customer service skills, particularly while under pressure • Ability to work proactively and flexibly, getting to grips with new areas rapidly and responding to requests for information • Excellent written and verbal communication skills • Confident in raising contractual issues and negotiating a resolution • Good IT skills including Word, Excel and Outlook • Able to take the initiative, including ownership of work, doing what is needed without being asked and following through
Other requirements/ information	• This is a new and developing organisation where roles and responsibilities are likely to evolve and flexibility across functions and teams will be needed. • It is a fast moving environment where some out of hours working may be required. • A full driving license and access to suitable vehicle is required. • Some travel will be required as part of the role.
Location	Dorking/Esher (East)

Operations Team Description

This team is responsible for managing the performance of the Joint Waste Collection and Street Cleaning Contract, ensuring compliance with the contract standards and delivery of continuous improvement. They will also collaborate and work closely with other teams to help achieve our joint strategy as well as our vision, mission and priorities. Specific responsibilities include, but are not limited to:

Contract management

- Identify, develop and lead best practice in contract management
- Ensure compliance with contract standards and required outcomes, including:
 - ICT, financial and reporting systems
 - data security
 - health and safety
 - customer satisfaction
 - continuous improvement
 - value for money
- Develop and implement an effective Health and Safety monitoring protocol, taking into account HSE recommendations and industry “best practice”.
- Keep up to date with changes in legislation relevant to the service
- Promote the implementation of aligned working practices within the team

Performance Management

- Analyze and manage contract performance
- Work with the service provider to resolve any performance issues in a timely manner
- Work with the Performance & Business Intelligence team to provide performance reports to the Contract Partnering Board and Joint Committee
- Manage strategic and operational risks by identifying mitigations and controls
- Ensure the Service Provider’s Service Continuity Plan is fit for purpose and reviewed annually to ensure it responds to change in risks.
- Review KPI performance levels and deductions reported by the Service Provider.

Relationship Management

- Maintain an effective and positive relationship with the Contract Partnering Board, Joint Committee and other partner Authority representatives to ensure that service priorities are effectively implemented.
- Share fly-tipping and littering data with the Authority Partner’s Environmental Enforcement teams to assist in the preparation of reports, statistical returns and enforcement activities.
- Work with the contract authority partners to recommend waste management policies and annual fees and charges e.g. for garden waste subscription that transition towards alignment across the joint contract

Customer service

- Investigate and respond to complaints from residents and Members
- Review customer requests for services in accordance with agreed policies e.g. assisted collection reviews, applications for additional temporary refuse capacity

- Work with planners and developers to ensure new developments have adequate waste storage provision that promotes recycling and composting
- Work with the Service Provider towards achievement of ongoing improvements in customer satisfaction

Continuous improvement

- Oversee the development and implementation of the annual Service

Improvement Plan

- Lead on innovation and improvement for the service
- Proactively identify future innovation and change requirements and initiate proposals for the development of services for consideration by the Contract Partnership Board

Budget management

- Work with the Performance & Business Intelligence team to prepare an annual contract management budget for submission to the Contract Partnering Board
- Monitor spend against profiled budget, providing an explanation of any variance and instigating corrective action
- Notify the contract authority partners of any annual Capital spend requirements in line with budget setting cycles.
- Work with the Finance team to review the Contract monthly variable invoices and approve for payment.

Communications

- Work with the Communication and Engagement team to develop operational communications
- Assist in the promotion and publicity of the organization's marketing campaigns