



## **Contracts Manager - (Industrial & Commercial)** **Home Counties** **£-Attractive**

The purpose of your role is to effectively manage client accounts to ensure delivery of excellent service with a value for money approach for all. Ensure the infrastructure is in place to enable the business is able to respond quickly and effectively to client's needs. To strive for continual improvement in performance of the contract to the advantage of the client and the business related to EBIT targets, recycling & resource initiatives, legislative compliance and health & safety. The effective day-to-day and strategic management of labour to meet and exceed client waste management operational objectives; Manage the day-to-day operation of the contract to including service levels, sub-contractors, equipment servicing and maintenance suppliers KPI's, health and safety in accordance with legislation and company guidelines and environmental compliance; Growth and improving profitability of these customers by way of improved commercial performance, upselling, new stream generation plus debt management; Production of monthly reports and management information, including provision of data for customer's CSR reporting and delivery of all contractual KPIs; Maintain full and complete records of all Hazardous Waste that leaves site as per current regulations, ensuring compliance and conducting spot checks on vehicles transporting dangerous goods and materials, as well as providing advice on CDG transport legislation for transporting hazardous and dangerous materials; Give direction and guidance with regards to working practices to all onsite operatives, both directly employed and agency staff, ensuring that all relevant health and safety procedures are understood and adhered too. The Contracts Manager is responsible for maintaining, developing and growing customer sites with regards to the waste disposal, identifying and implementing new and best practices to provide a first class customer service and account management service. This role is a regional, hands-on role involving the use of many personal skills such as relationship management, negotiation and people management. There is a need for innovative thinking and is solution driven. With the ability to build key internal relationships at all levels up to Senior Management within the business across a number of departments as well as the ability to build key relationships with external organisations. Due to the nature of the client base, previous experience in Healthcare waste management and pre-acceptance auditing would be advantageous although not essential. The job requires the ability to multi task situations that are live - requiring immediate attention and the ability to deliver a first class Customer Service. The role requires the effective personnel management of a team of operatives, working within a client's site, to meet and exceed customer targets for the operational management of client waste streams and materials. The job requires the collation of operational data and the production of regular and varied reports in order to drive intelligent decision making and fully understand the operational aspects of the role. The post requires good time management, and will liaise with internal and external personnel, have frequent travelling, telephone calls and emails. In order to be considered for this role you will have; Minimum GCSE or equivalent in Maths & English; IOSH Certificate; Profit & Loss experience; Technical waste knowledge; Knowledge and understanding of the requirements of working within a time critical service; Knowledge of existing and impending environmental and health and safety legislation environment ; of production management; Clear understating of the recovered commodities markets and how to drive best value; Commercial background; Experience of operational line management; Full current car UK driving licence.

**For full details, please email a copy of your CV to**  
**[Rebecca@candovergreen.com](mailto:Rebecca@candovergreen.com) quoting job ref: RB2527**

