

JOB SPECIFICATION



Position: Waste Manager

Company History

Founded in 1945, Pat Munro (Alness) Ltd is a privately owned company consisting of the following operational departments:-

- Quarry Products
- Construction – Civil Engineering, Utilities, Building & Surfacing
- Homes, Property and Development
- Waste Services
- Haulage and Plant Hire

Based at Caplich Quarry in Alness, the company currently employs in excess of 170 personnel and operates out of several further facilities; Quarries in Dornoch, Strathroy and Tomatin; Concrete Plants in Inverness and Elgin; and a Waste Transfer Station in Inverness.

Position

This is a **permanent, full-time** position working within our Waste Department. The position is based between our main offices at **Caplich, Alness and our Inverness Waste Transfer Station** and will report to the **Head of Waste Services**.

As Waste Manager you will support the Head of Waste to ensure the safe, compliant and profitable running of the Pat Munro Waste Department.

With over 25 years' experience in the waste industry, the Company has invested in a Material Recycling Facility and provides total recycling solutions for all forms of waste. Our mission is to achieve zero waste for all our customers. As a member of the Waste Services Department this role is vital to ensure the safe, efficient and profitable running of the plant and equipment across the department.

Principal Job Responsibilities

Commercial & Operational

- Manage, continuously review, develop and improve all operational and commercial aspects of the Waste Department in conjunction with the Waste & Recycling Operations Manager and Waste Commercial Manager
- Work with the team to identify potential customers and demands, and secure opportunities to quote for waste service supply
- Direct line management of the Commercial Manager – Waste and Waste & Recycling Operations Manager
- Liaise with the Waste Operations Team and the Haulage Department to ensure effective supply of skips/hook boxes
- Liaise with customers face to face and over the telephone
- Liaise with Schedulers and Waste & Recycling Operations Manager to ensure customer service levels are maintained
- Liaise with the Commercial Manager, Commercial Administrator and Accounts Department with regards to Credit Control and Commercial Systems
- Oversee and implement processes relevant to objectives as set out in company / departmental O&T documentation
- Investigate complaints/queries, and implement or ensure implementation of resolutions;
- Maintain customer relationships to ensure customer satisfaction
- Attend and report at regular management meetings
- Report to / liaise with the Head of Waste Services (and other senior management) at agreed schedule and as and when required

Technical

- Work with the Waste & Recycling Operations Manager to ensure that the Materials Recycling Facility (MRF) is utilised to its fullest ensuring utmost efficiency and profitability while also maintaining regulatory and internal compliance
- Analyse and manage all aspects of waste recycling with an emphasis upon increasing recycling rate and lowering costs
- Liaise with the waste operations team to ensure the correct standards of recycling
- Evaluate and implement departmental improvements required to meet new standards and widen market opportunities
- Liaise with customers and clients for waste enquiries

HSEQ

- Encourage a positive HSEQ culture within the department and wider business;
- Ensure compliance with all regulatory requirements including SEPA and Highland Council;
- Communicate effectively with regulatory authorities
- Ensure ongoing review of department documentation and procedures including risk assessments and working plans

The above list is not exhaustive

Applicant

The successful applicant will require the following skills / attributes:

Teamwork

- Recognise the importance and value of working as part of a team
- Maintain, build upon and share knowledge, skills and expertise
- Motivate, engage and work to create an environment that encourages positive relationships, cooperation and development

Customer Focus

- Recognise the need to provide a responsive service
- Take responsibility and ownership
- Demonstrate an awareness and understanding of customer requirements
- Seek ways to improve service delivery - assess the organisation and its services from the customer's point of view
- Emphasise a team approach to providing great customer service
- Recognise adverse customer reactions and seek alternative approaches to achieve better alternatives / outcomes

Communication

- Demonstrate the ability to communicate well with people at all levels
- Have the ability to follow instructions and to instruct other people
- Demonstrate the ability to listen to others while contributing their own ideas
- Address issues in an open, constructive, professional manner, and persuade others to approach issues in the same manner
- Lead by example and set standards for professional behaviour
- Help to support those in need of assistance

Planning & Organising

- Demonstrate the ability to plan and organise own workload, including making good use of time and resources, sorting out priorities and monitoring
- Demonstrate the ability to oversee and assist in the organisation and planning of the team's workload, as above
- Seek and use others' input about critical actions, timelines, sequencing, scope, methodology, expected outcomes, and priorities

- Create realistic schedules for projects / work streams and follows them, evaluating progress against schedules and goals
- Monitor and evaluates all factors that impact, effect or influence projects / work streams and respond accordingly
- Prepare strategies to deal with problems or changes
- Evaluate proposed actions and timelines against the organisational mission, values, objectives and targets

Problem Solving

- Identify issues before they become problems, educating and advising others as you go
- Possess the ability to apply problem solving strategies in purposeful ways, both in situations where the problem and the desired solution are clearly evident and in situations where they are not
- Show insight into the root-causes of problems, and generate a range of solutions and courses of action with benefits, costs, and risks associated with each
- Test proposed solutions against the reality of likely effects before going forward, looking beyond the obvious and not simply stopping at the first answers.
- Evaluate the chosen course of action after it has been implemented to determine its worth and impacts

Organisational Awareness

- Promote the corporate-wide vision, mission and values to colleagues
- Demonstrate a commitment to, and promote, equality and diversity ensuring the business is an inclusive environment in which individuals are respected and unacceptable behaviours are appropriately challenged
- Manage self and others in accordance with corporate policies, procedures and values, and contribute to policy development as appropriate

Relationship Building

- Maintain an open, approachable manner, and treat others fairly and respectfully
- Preserve others' self-confidence and dignity, and show regard for their opinions
- Build rapport by listening to, discussing and negotiating with, and rewarding, encouraging, and motivating others
- Seek to resolve confrontations and disagreements constructively, by focussing on the situation, issues, or behaviours, rather than the people
- Celebrate workplace success and achievement, supporting the good ideas of others
- Demonstrate a balance between building rapport and getting the work done

Decision Making

- Gather data and others' input when making decisions, consider lessons learned from experience, differing needs, and the impact of the decision on others
- Find solutions that are acceptable to diverse groups with conflicting interests and needs
- Have the ability to explain the rationale for a decision
- Make necessary decisions even when information is limited or unclear
- Learn from the consequences of decisions

General Skills / Competencies/Experience

- Be enthusiastic, confident and have an ambitious nature – this is a future Head of Department role
- Experience within waste or recycling would be beneficial but not essential
- An IOSH or NEBOSH qualification would be beneficial but not essential
- The role is suited to someone from a branch management background (ideally in a construction related business/industry) but other experience would be considered
- Good mathematical, logical, analytical, financial and sales skills
- Be computer literate with experience in word, excel, etc
- Have the ability to assist and co-operate with other managers and administration personnel
- Possess the ability to promote a good image of self and the company
- Be flexible and willing to undertake tasks out with the key job responsibilities

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- Be trustworthy, friendly, timeous and reliable
- Have a current driving license

Working Hours

The standard working week consists of the following:

Mon-Fri 08:00 - 17:00

There will be a requirement for flexible working to accommodate operational demands outside of this.

Holidays

Annual holiday entitlement is 30 days (for full-time positions) which is inclusive of recognised public holidays. You are required to reserve a specified amount of your annual holiday entitlement to cover holidays fixed across the business. PMA will endeavour to grant holidays out with the fixed dates, where possible, subject to operational requirements. Minimum notice periods will apply to such requests.