

Role Profile

Role Title: Foul Water Treatment Supervisor

Business Area: Customer Services

Department/Team: Estate Services

Reports to: Foul Water Treatment Contracts Manager

Direct Reports and span of control: To Daily monitor routine, cyclical and reactive contractual service delivery through site inspections and direct communication with contractors.

Dimensions (budget holder, level of contract/systems etc responsibility): Contract supervision & monitoring, client representative, health and safety and job system management.

Created/Reviewed date: July 2024

Role Purpose

To supervise the delivery & performance of a group wide foul treatment maintenance contract that includes pumping stations and septic tanks. To ensure delivery of contract specification, service level agreements, program of works both planned & cyclical whilst maintaining health and safety compliance to the highest standards. To attain a high level of customer satisfaction and liaison and comply with Environmental Agency legislation and good working practice.

Key Accountabilities

Complexity:

Supervise the service delivery contract to ensure a consistently high-quality service in accordance with the contracts and specifications and ensure KPIs are measured and maintained within targets. Maintain a strong working relationship and good lines of communication with contractor managers. Perform a regular program of post inspections to ensure quality is maintained within KPIs and any drop in service levels is quickly detected and acted on. Monitor customer satisfaction and respond to reports of less than adequate service.

Maintain day-to-day records relating to the delivery of the contracts including scheduled visits, post inspections, defects, KPIs, health and safety and other Group activities as directed.

Obtain quotations for additional works as required, ensuring that costs are in line with current expenditure and budgets. Then ensuring that works are carried out in line with agreed specification.

To assist in maintaining departmental project boards, databases, spreadsheets, word documents and provide expertise in respect to all relevant systems.

Maintain strong working relationships with both our internal and external customers to assist with the effective delivery of service, processing initial customer queries and complaints relating to work of the sewage related activities with the aim of resolving differences at the earliest possible opportunity.

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Oversee effective compliance with health and safety, ensuring that risk assessments, COSHH assessments and other associated health and safety checks are undertaken before work commences and at other appropriate times, maintaining records and undertaking periodic announced and unannounced checks to monitor compliance.

Ensure that all STP equipment and plant machinery are regularly checked for defects, serviced, and well maintained and ensure maintenance has been recorded where defects are noted and actioned by the contractor.

Have a full understanding of the specifications; drawings; plans; bills of quantity; method statements; risk assessments' COSHH assessments and work programmes.

Attend company classroom training and ensure that all e-learning (LMS) is completed and kept up to date.

Experience and Qualifications

The following experience and qualifications are essential to this role:

Previous contract management experience in a commercial business environment.

Proven track record on delivering performance to deadline and committed to ensuring that high standards of work are delivered daily by external suppliers.

Ability to manage contractors to ensure high standards are delivered on time, every time and within budget.

Ability to communicate effectively with internal Departments and suppliers, able to handle enquiries in a confident, professional, and competent manner.

Good level of IT skills, including proficiency in Microsoft Office suite (primarily Outlook, Word, and Excel)

A good understanding of both basic Health and Safety legislation, Waste Disposal legislation and Environmental legislation and policies.

Ability to undertake COSHH assessments, risk assessments and safe systems of work.

Able to interpret contract drawings and implement changes as specified.

Full, current driving licence and flexible approach to working hours.

Flexible approach to work

Reasonable level of IT skills working with PDA devices and other mobile devices

A high degree of knowledge of health & safety relating to sewage treatment and working in sewage treatment plant settings

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COSHH awareness and understanding

Team player who supports colleagues.

Clear understanding of the importance of customer service

Commitment to high quality work.

Uses initiative within limits of own duties.

Willing to undertake new training as required.

Flexible approach to working hours.

Reasonable level of IT skills working with PDA devices and other mobile devices

Job role

Impact:

Previous experience in a similar role working to a schedule set out by the company with the ability to communicate effectively with internal Departments, and be able to handle enquiries in a confident, professional, and competent manner.

Ability to follow and communicate instructions and working to COSHH and health & safety guidelines set out in the company.

Must be able to assess whether work is being carried out professionally and safely as sewage treatment operatives can be expected to carry out many complex tasks including:

- confined space entry
- operating high pressure water jetting systems
- driving a fully laden or unladen tanker to a professional standard
- operate grounds maintenance equipment

Keep up to date with all internal and external training requirements

Reporting any issues to the departmental manager whilst working in a team.

Reporting any repairs that you might see out on site to the relevant contact point as set out by the company.

A good geographical knowledge of the business operating area.

Role Profile

Personal specification

Reliable

Self-motivated individual

Team player who supports colleagues

Able to represent the company

Clear understanding of the importance of customer service

Commitment to a high level of work

Uses initiative with limits of own duties

Self-motivated

Flexible to learning new skills