

<b>Job Title</b>	Assistant Technical Manager
<b>Department</b>	Technical
<b>Site</b>	Ewelme, Technical Office
<b>Reports To</b>	Technical Manager
<b>Date of Job Description</b>	July 2010
<b>Hours of Work</b>	37.5 each week – 08.30 to 17.00 (1 hour lunch)

## Job Purpose

Reporting directly to the Technical Manager the jobholder, in addition to his / her normal duties, is responsible for assisting him / her with the safe and efficient operation of the Company's Hazardous Waste Collection, Transport and Disposal Service including, assisting with the supervision of the employees they are responsible for. The jobholder will ensure full compliance with all legislation and procedures regarding the Department's activities.

The jobholder must make every effort to ensure, through the administration team and drivers, that all customers, both external and internal, receive the required standard of service by using and managing all resources available to them. They will use their skills and experience to make efficiencies, coach, lead and develop their team, problem solve to ensure compliant delivery of efficient customer service, whilst maximising profits for the company.

They will be required to impart their hazardous waste experience and technical knowledge to customers and their team and they will be responsible for ensuring all jobs are set up in an accurate and compliant manner on the departmental operating system.

## Key Duties

- To assist with the management of the Technical Department office and transport functions. Ensure sufficient and competent resources are available to give excellent customer services, schedule waste collections and associated routes in an efficient manner, to generate compliant transportation and waste carriage documentation, including transport labels, to give guidance on the packing and segregation of waste types and oversee the invoicing of all work completed in time for the designated invoice runs.
- Responsible for the management of the administration function including the daily supervision of the office and field based administration team.
- Ensure all customer requests/issues are dealt with promptly and professionally.
- Co-ordinate and oversee the monthly department invoice run ensuring accuracy and timeliness.
- To issue technical advice/guidance to Technical Drivers and encourage their teamwork and co-operation at all times.
- Managing and accurately logging driver's hours in terms of duty time and attendance.
- Ensure that the waste collections completed by the Technical vehicles are carried out in compliance with the appropriate carriage regulations and that all responsibilities towards Health and Safety have been fulfilled. This will include raising and issuing risk assessments and method statements whenever required.
- Deliver, oversee and encourage clear communication and positive teamwork between all departmental members and all other Grundon depots/departments.
- Attendance at meetings at key customer sites to provide technical guidance assessment of complex enquiries and the provision of presentations when required.
- Complete all customer information requests/questionnaires relating to the provision of departmental services.
- Continued monitoring and supervision of the Technical Department operations in order to identify strengths and weaknesses and communicate these to the Technical Manager.
- Adhoc projects relevant to the role and future development.

## Key Skills / Experience

- Strong communicator with ability to listen, assess and make informed decisions.
- Ability to prioritise within a busy working environment.
- Chemistry, or related subject, qualifications up to at least degree level.
- A minimum of 5 years experience within the Hazardous Waste Management industry.
- Previous sales and account management experience.
- Broad knowledge of the legislation governing the management and transportation of hazardous waste.
- Ability to lead by example.
- Ability to work to tight deadlines.
- Competent in Word, Excel, Outlook and Internet research.
- Strong team worker focussed on the entire picture.
- Ability to move and change systems and processes within a growing business.
- Numerate and confident with written word.
- Strong desire to promote team development.
- Ability to demonstrate previous supervising experience.