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**Job Description – Beuparc Leadership Role**

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| **Job Title** | Head of Collections (UK) |
| **Reports to** | Group Collections Director |
| **Business/Function** | Sales & Collections |
| **Location** | UK |

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| **Purpose:**  *At Beauparc we are currently looking for a Head of Collections in the UK to join our team. As Head of Collections in Beauparc, your primary responsibility will be to oversee and optimise the collection operations within the UK, delivering service excellence to our customers. You will be tasked with managing a remote team of collection personnel, implementing efficient collection strategies, ensuring compliance with regulations, and continuously improving processes to enhance the overall effectiveness of waste collection efforts.* |

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| **Scope of accountability:**  *To play a crucial role in managing and optimising the collection processes for all materials and to lead Regional/Divisional Collection Teams across the UK, to ensure all regulatory compliance with best-in-class customer service.* |

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| **Areas of responsibility:**   1. **Team Management:**    * Lead and develop successful teams across the operation inclusive of depot and junior manager to drivers, collectors, and support staff.    * Foster a positive and safety-focused work environment, promoting acting with integrity in all aspects of our work.    * Conduct regular development sessions to ensure all colleagues are well-versed in safety protocols, waste handling procedures, and customer service standards.    * Actively manage the operational element of the Recruitment and Selection process.    * Create a roadmap for succession planning for future management and leadership development, liaising with both HR and Learning and Development.    * Create a compelling and engaging environment to support perpetual performance improvement and the retention of best people. 2. **Operational Planning and Execution:**    * Create and deliver robust operating plans down to site and product level to ensure a best in class service experience to the customers we serve.    * Develop and implement strategic plans to optimise waste collection routes, improve productivity, reducing vehicle and fuel costs therefore minimising environmental impact in the communities we serve.    * Utilise technology and data analytics to improve route planning and scheduling.    * Monitor daily operations to ensure timely and effective waste collection. 3. **Compliance and Regulatory Adherence:**    * Stay informed about regulations related to waste collection, monitoring any shifts in industry practices.    * Ensure that all collection activities comply with relevant environmental, health, and safety standards.    * Ensure the road legality of both the assets on fleet and driver team.    * Implement and enforce proper disposal and recycling procedures. 4. **Customer Relations:**    * Deliver best in class customer experience across all deports in the network to support the short- and long-term growth aspirations of the organisation.    * Collaborate with both commercial and customer service teams to address and resolve customer inquiries and concerns.    * Implement strategies to enhance customer satisfaction, retention and loyalty.    * Manage relationships with external vendors and service providers, negotiating contracts and ensuring service levels are met.    * Explore opportunities for partnerships and collaborations to improve waste collection processes. 5. **Data Analysis and Reporting:**    * Utilise data analytics to assess and improve collection performance in terms of both service delivery and productivity.    * Generate succinct reports on collection metrics, identifying areas for improvement and implementing corrective actions.    * Develop the data fluency of the wider depot leadership team to ensure that all KPI are reported on and managed robustly. 6. **Equipment and Fleet Management:**    * Work closely with the Fleet team to ensure the right quantity and quality of assets are deployed in the field.    * Oversee the maintenance and performance of collection vehicles and equipment to ensure downtime is minimised and the most efficient fleet construct.    * Coordinate with the maintenance team to ensure a well-functioning fleet. 7. **Technology Integration:**    * Evaluate and implement new technologies, such as GPS tracking, RFID systems, or waste management software, to enhance the efficiency of waste collection processes.    * Monitor industry trends and emerging technologies for potential integration. 8. **Budget Management:**    * Ensure there is a robust trading process in place with all depots to develop and maintain cost controls on all key operating spends.    * Build the financial reporting capability of the wider collections leadership group.    * Collaborate with the finance department to develop and manage the collection budgets and forecasts.    * Identify cost-saving opportunities without compromising service quality. 9. **Continuous Improvement:**    * Iteratively drive improvements in the collection team’s performance across all KPI.    * Initiate and lead process improvement initiatives to enhance operational efficiency.    * Stay abreast of industry trends and technologies, implementing relevant innovations. |

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| **Experience and Skills:**  ***Qualifications:***   * *Bachelor's degree in Environmental Management, Business Administration, or a related field.* * *Proven experience in waste collection operations, with at least [X years] in a managerial role.* * *Strong understanding of waste management regulations and best practices.* * *Excellent leadership and interpersonal skills.* * *Proficiency in data analysis and use of relevant software applications.* * *Ability to work collaboratively with cross-functional teams.* * *Familiarity with waste management software and technology.* |

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