Dŵr Cymru
Welsh Water

Job Description

Job Title: Bio-solids Services Technician - (WW092)

Reports to: Bio-solids Contract Manager – Fausto Algieri

Team: Bio-solids Sciences

Location: Kinmel Park, North Wales

Salary Band: 4 (£23,080 – £26,225)

As a credible member of the Bio-solids science Team you will:

- Undertake reporting, monitoring and working with others to improve Operational Performance from all contractor delivered Bio-solids activities across Wales and Hereford
- Manage an efficient domestic waste reception service within the geographical area
- Review billing data and manage bill queries for Domestic waste disposal companies
- Produce and manage an audit programme to spot check of Domestic waste disposal companies
- Administer Domestic waste disposal companies and JRP providing best in class customer service

As Bio-solids Services Technician your main requirements will be to:

- Develop relationships with Operational Supervisors, Billing Colleagues and contractors to ensure timely and accurate data recording
- Build relationships with Domestic waste customers to keep them fully informed of Bio-solids recycling activities and providing best in class customer service.
- Assist is budgetary reporting for the Bio-solids team and proactively identify and deliver efficiencies
- Undertake H & S TRACA coach responsibilities for the team
- Administer IMS procedures
- Assist the Bio-solids Contract Manager as necessary

Principal Accountabilities

- Have excellent knowledge of the requirement of operational colleagues and be the face of Bio-solids Sciences on the ground in the geographical area
- Carry out direct internal customer consultations, either individually or through liaison groups, to resolve issues which may be of concern and conduct audits to determine levels of customer satisfaction
- Ensure via working with operational colleagues and haulage contractors that Bio-solids containers are filled to capacity
- Optimise domestic waste income through accurate billing of customers
- Own domestic waste customer complaints and billing enquiries
- Develop and maintain good working relationships with our internal customers and attend meetings on behalf of DCWW

- Liaise with Domestic Waste contractors over non availability etc. of the reception centres
- Manage JPR logger issues regarding maintenance and reporting issues whilst providing excellent customer service
- Support in the production of monthly reports (financial and quality)
- Follow DCWW procedures relating to the procurement of services and goods
- Use SAP for processing purchase orders and invoices
- Ensure all records are kept in an accurate and accessible manor to satisfy both internal and external audits
- Assist in the development of IMS and administer procedures

Experience, Qualifications and Skills	**Assessment Method**		
	A	**I**	**T**
Understand the importance of being a member of a high performing team	X	X	
Be IT literate and have excellent written and verbal communication skills	X		
A knowledge of the regulations regarding Bio-solids recycling and disposal	X	X	
A knowledge of DCWW IMS	X	X	
Able to work to deadlines without compromising quality	X	X	
Adaptable to changing priorities	X	X	
Able to demonstrate a commercial approach to cost efficiency and understand the need for large scale change programmes to achieve a high performance business culture	X	X	
An ability to ensure effective day to day delivery of services	X	X	
Key Relationships and Interactions			
Have the ability to develop positive working relationships and to be seen as a highly credible representative of the business	X	X	

Key:
A – Assessed via application form
I – Assessed at interview
T – Assessed using appropriate method e.g. psychometric / ability test /scenario based

Internal contacts:
- DCWW operations
- DCWW Bio-solids science team colleagues

External contacts:
- NRW / Environment Agency
- Local Authorities
- Contractors
- Domestic waste customers

Competencies	Assessment Method		
	A	I	T
Achievement Motivation - The drive and energy to produce excellent results and to continually find ways of improving relationships, outputs and processes.	X	X	
Communication skills – The drive and ability to exchange appropriate information with relevant people at the right time. The desire and skills to seek first to understand as well as to be understood. To be as open as confidentiality allows.	X	X	
Corporate Representation - The enthusiasm and ability to project a positive and professional image of DCWW with all contacts and stakeholders at all times.		X	
Creativity/innovation – The ability to look at issues from a broad perspective, to come up with imaginative solutions, and to identify innovative alternatives to typical, unusual or difficult situations or problems.	X		
Critical Thinking - The ability to gather, understand, analyse and interpret information & concepts, verbal or numerical, about people or situations, quickly.	X	X	
Environmental & Organisational Awareness – The awareness of potential impacts of improper Bio-solids and water Bio-solids recycling.	X		
Influencing Skills - The ability to make a clear, persuasive presentation of ideas or facts, verbally or in writing; to convince others; to gain agreement or acceptance of proposals or views.	X	X	
Judgement - The ability to evaluate people and situations and to reach logical, fair decisions. An unbiased, common sense approach	X	X	
Ownership and reliability – The readiness to take responsibility for projects or issues and to be accountable for their timely delivery and quality. The capacity and motivation to fulfil consistently any undertakings made. The habit of never letting people down, or promising what can't be done.	X	X	

Application Method:

- If you wish to apply **please complete an Application Form** (which can be obtained on the Vacancies page of the Dwr Cymru Website or the Infozone) to recruitment@dwrcymru.com
- In order to assess a candidate's suitability, Applications should demonstrate evidence in relation to the Experience, Qualifications and Skills and Competencies listed above.

Dŵr Cymru Welsh Water is an Equal Opportunities Employer
Welsh language skills are desirable for this post