



Service & Compliance Manager North West (Site based)

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This new role is an exciting opportunity to join a recycling leader. As Service & Compliance Manager you will be responsible for leading and motivating the businesses Service Delivery Team to deliver service excellence to all of their clients ensuring both retention and growth from their portfolio across UK. Some of your responsibilities will include but not be limited to; Lead & continually monitor the Customer Service Centre team to deliver a best in class customer service experience for the businesses customers, creating engaged customers to facilitate organic growth; Manage the HR aspects of the team by recruiting, selecting, orienting, training, assigning, scheduling, coaching, counselling, and disciplining employees; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures; Improve customer service quality results by studying, evaluating, and re-designing processes; establishing and communicating service metrics; monitoring and analysing results; implementing changes; Take ownership of customers issues and follow problems through to resolution, building trusted client relationships with key stakeholders; Analyse statistics and compile accurate reports for internal measurement and customer reporting purposes to produce review documentation for both business and clients; Directly manage all aspects of legal compliance ensuring customers, suppliers and sub-contractors compliance are met at all times; Working with QHSE teams and supporting with organisational accreditations such as ISO; Lead price management processes ensuring margins from sub-contractor activities are maintained, including initiating and communicating annual price increases. In order to be considered for this role you will have; University degree or equivalent within a relevant field; Desirable –Environmental Management; Experience of defining and delivering transparent services with clearly defined service metrics; IT Skills – MS Word, PowerPoint and Excel; Lean six sigma & continuous improvement; Demonstration of a sound level of Waste and Resource Management industry & legislation & governance knowledge.

**For full details, please email a copy of your CV to rebecca@candovergreen.com
quoting job ref: RB2775**

