



Position; Commercial Operations Manager

Our business is built on our people. We employ over 200 people at our Crag Avenue facility and all of our profits are re-invested in the company.

We are committed to recycling and are constantly innovating and educating to reduce the amount of waste that goes to landfill. All of our operational processes focus on facilitating recycling, composting and working towards a Greener, Cleaner world

- This role will ensure that customer service, productivity, fleet efficiency, cost control, safety, and environmental compliance targets are achieved for the Greyhound Commercial business.
- Manage RCV/REL route sequencing across the Greyhound Commercial business in order to ensure that routes are sequenced in the most economical way. Deliver optimum utilisation of the Greyhound Commercial fleet by continuously reviewing the vehicle tracker systems and the daily planning. Ensure that all bins on routes are chipped, scanned, and linked.
- Continuously analyse and review the performance of the Greyhound Commercial skip business, and work with direct reports to ensure targets are achieved. Including but not limited to jobs completed per vehicle (distance / time / exchanges / etc.), skip turnaround times, wasted journeys, waste types not matching waste descriptions (including recoding and application of additional charges where required), heavy skips entering the depot where pricing structure not aligned to skip weight, etc.
- Deliver weekly and monthly KPI reports include the above, along with cost per lift, overtime, fuel usage, accidents, order errors, service errors, etc. Work with the Greyhound Commercial operations team to develop a 'can do', first time fix, problem solving culture, resolving operational issues as they arise quickly and efficiently.
- Liaise with the Greyhound Commercial sales team issues regarding potential service issues and/or volume shortfalls that need to be rectified in order to achieve targets.
- Managing and implementing actions and training to maintain a productive, highly skilled and motivated workforce. Includes driver and operative bonuses in line with achievement of target KPIs.
- Ensure that the lifetime and revenue potential of all skips and commercial bins is maximised and monitor that the assets are generating sufficient revenue versus their cost. This includes ensuring assets are exchanged and removed from customer sites in a timely manner (in cases whereby rent is not being paid in lieu of the asset). Ensure assets deployed are of sufficient quality, compliant with legislation, meet customer expectations, and



represent the Greyhound brand in a professional manner. All assets to be tracked so as to ensure that the business has a clear view of asset numbers and locations at all times.

- Make recommendations for CAPEX spend where required, along with detailed justifications for same. Assist in the procurement process for all Greyhound Commercial fleet and waste collection other waste collection assets as required.
- Ensure the Greyhound Commercial division is adequately resourced to deal with seasonal variances in demand.
- Where assets are deployed on customer sites, ensure that the appropriate documentation is in place regarding customer training and asset maintenance. Monitor that Greyhound Commercial team is ensuring that this information is being provided to and signed-off by customers, and that Greyhound Commercial has adequate records of same.
- Work closely with the EHS team to ensure that all legal and regulatory requirements in relation to the Greyhound Commercial fleet and team of drivers are adhered to at all times.
- Provide annual leave cover as required for direct reports.

Role is site-based min 5 days p/week.

Package is commensurate with experience