**Bagnall and Morris Waste Services Ltd**

**JOB DESCRIPTION**

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| JOB TITLE: Business Manager  |
| DEPARTMENT: Hazardous Waste  | DIVISION/SECTION**: Bromborough Wirral**  |
| REPORTING TO: Paul Curtis  |

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| B&M Waste Services Ltd. is a leading provider of waste and recycling solutions, with locations in Manchester, Wirral, Leeds and Birmingham. We specialise in waste minimisation and recycling and provide a one-stop solution to our customers. We provide services for hazardous and non-hazardous waste materials directly via our own fleet or brokered through our national network of service partners.Our head office on the Wirral is home to our Hazardous Waste department and supports our national customer base across a wide range of industry sectors, offering services for Clinical, Electrical and Chemical waste. |

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| BUSINESS MANAGER - THE ROLE: The Business Manager will be responsible for the further development of the Hazardous Waste department, while maintaining alignment with the business strategy.To oversee all aspects of business operations, developing and meeting annual budgets, profit targets, sales, and growth plans for the business unit in alignment with the strategic objectives of the wider business. |

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| KEY RESPONSIBILITES: |
| :* Responsible for Hazardous Department commercial and operational performance, ensuring efficient responses and processing of customer enquiries and orders.
* Ensure all technical guidance and legislative requirements regarding hazardous waste collections and disposal are adhered to.
* Selection, appointment, monitoring and auditing of service partners.
* Perform a full analysis of current service partners to further develop the hazardous waste services and coverage.
* Expand existing and add further service lines to meet customer and market demands.
* Formulate the annual budget and report on department performance monthly.
* Develop and maintain performance metrics/ KPIs, capabilities and associated reporting to monitor and measure the performance of the department.
* Act as point of escalation for customer complaints and queries.
* Customer account management and interaction as required.
* Develop a business strategy and actively seek new business opportunities and customers.
* Be a key member of the management team supporting wider strategy discussions.

People management:* Managing and implementing strategies and training to maintain a productive, highly skilled and motivated team.
* Responsible for all aspects of resource management within defined area of responsibility, including planning, resourcing, and recruitment.
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| KNOWLEDGE, TRAINING, EXPERIENCE, TECHNICAL AND PERSONAL SKILLS: |
| Required:* Experience working within the waste industry.
* Good people manager.
* Good negotiation skills combined with strong commercial awareness.
* Proactive and safety focused approach.
* Hands-on and methodical, organised with attention to detail.
* Excellent written and verbal communication skills, including formal presentation and documentation skills.
* Analytical and logical in approach with the ability to analyse data and formulate action plans and solve problems.
* Strong relationship building skills and be a confident networker.
* Highly focused on delivering results and objectives with a strong personal commitment to supporting the business in achieving its goals in a changing environment.
* Must demonstrate high levels of integrity and adopt a professional approach in all interactions – should be transparent, open and honest in all dealings.
* DGSA
* ADR
* IOSH
* Strong PC and technical knowledge and skills with a good working knowledge of the Microsoft packages including Word and Excel.
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| Desired:* Chemistry degree
* NEBOSH General Health and Safety
* WAMITAB COTC level 4 Managing Treatment of Hazardous Waste
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RENUMERATION: Competitive Salary

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| Date: | 1/2/2021 |