



Job Description

Job Title: Head of Business Efficiency and Performance, Leadership Team

Reports to: Operations Director, Executive Team

Team: Delivery

Location: Nelson

As a credible member of the Leadership Team you will:

Demonstrate confidence at main Board level and maintain organisational motivation through significant change.

Establish ownership and accountability for the challenges the business faces and work to improve service performance whilst reducing costs in order to deliver a reliable and affordable essential public service.

As Head of Business Efficiency and Performance you will:

Be responsible for cost efficiency improvement and non functional business support activities. This will include governance and management of efficiency initiative delivery through a strong planning activity and programme management function. Additionally responsible for the provision of internal and external benchmarking management information in relation to both service and cost.

Principal Accountabilities

- Overall Health and Safety management responsibility for the respective business function. Having in place a robust management framework, procedures and monitoring plan. Ensuring compliance with statutory and legislative requirements where appropriate.
- Development and provision of an overall framework to plan and achieve the cost reduction initiatives identified by the internal Benchmarking review (IBR). Including the process to monitor and track the overall and functional level efficiency improvement proposals. Ensuring that appropriate governance arrangements are in place to monitor delivery of the initiatives and for reporting to the DC Executive.
- Business lead on developing and implementing internal and external benchmarking activities and the provision of associated management information to ensure continuous business improvement. Including the provision of management information on a functional basis to achieve 'zero basing' for cost planning and good practice for service improvement.
- Actively research and promote good practice in relation to service delivery and cost management, both internally and externally.
- Responsible for key operational support services - Business Management Systems (BMS), Energy Management and Transport, including reviewing the existing systems to achieve optimised system for water and waste service provision. Including responsibility for system development and BMS Auditing.
- Operational Regulatory Reporting – responsible for overall framework for regulatory reporting for the operations business.
- Energy Management – responsible for the overall energy consumption reduction programme. Directing and coordinating efficiency initiatives and supporting water and waste business functions to achieve targeted reductions.
- Transport – responsible for the operations business fleet and servicing requirements.
- Developing a motivated and sustainable team. Establishing a high performance culture with appropriate training and full implementation of process improvements afforded by investment in new technology or working practices.

<u>Experience, Qualifications and Skills</u>	<u>Assessment Method</u>		
	A	I	T
An experienced senior manager, with thorough knowledge of water and waste water services. With a particular emphasis on good financial understanding of the business.	X	X	
Competent project management capability and a tenacity to support and promote significant organisational change.	X	X	
The ability to effectively challenge senior colleagues to adopt lowest cost and service improvement opportunities.	X	X	
An 'inquiring mind' that can look both inside and outside the business to identify appropriate continuous improvement opportunities.	X	X	X
A degree level qualification, or equivalent, in engineering, finance or science is required.	X		
Experience of managing and developing a team of qualified individuals.	X	X	X
Ability to travel as job requires.	X		
<u>Key Relationships and Interactions</u>			
The ability to develop positive working relationships and to be seen as a highly credible senior representative of the business is required for this role.	X	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:

- DC senior management team – operations , finance and planning
- Operational teams

External contacts:

- Water and sewerage companies
- Specialist consultants – benchmarking

<u>Competencies</u>	<u>Assessment Method</u>		
	A	I	T
Leadership – The ability to understand the business needs and to translate these into a shared purpose, strategy and objectives and to motivate and inspire others to work towards these. The ability to gain the respect and commitment of others.	X	X	
Corporate Representation - The enthusiasm and ability to lead by example and to project a positive and professional image of DCWW with all contacts and stakeholders at all times.	X	X	
Commercial Awareness - The understanding of the economics of business. The understanding of the business benefits and commercial realities, from both the organisation's and the customers' perspectives.	X	X	
Developing People – The ability to set clear goals for others; to assign responsibility; to measure performance; and to seek and deliver feedback to achieve quality, timely results and enhanced individual performance.	X	X	X
Resource / Project Management – The ability to establish an appropriate course of action, either for oneself or for others, and to manage all resources (to include people, budgets, contracts, systems and processes) effectively, in order to achieve an objective.	X	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	X
Initiative - The ability to actively influence events rather than passively accept them. The ability to see opportunities and to act on them, to originate action.	X	X	

If you wish to apply please complete an application form and return it to recruitment@dwrcymru.com.

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