



Job Title: Blockbuster Team Leader
Business Unit: Operations
Location: Cardiff, Bristol or Gloucester areas with site, office and home working. The role holder will need to be centrally located to our entire operational area. View area map HERE .
Reports to: Operations & Maintenance Manager
Reports: Six Blockbuster Operatives (geographically spread out across England and Wales)
<p>Purpose:</p> <p>The Operations Business Unit is responsible for accurately buying and selling water and wastewater volumes and for the optimum whole-life asset management and optimisation of Ancala Water Services operated water and wastewater assets across the MOD estate to ensure compliance with regulatory, contractual and customer requirements. This includes ‘developing, scheduling and executing plans’ for planned and reactive maintenance, capital investment and routine plans that balance asset condition, cost, risk and performance. Having accurate asset data is pivotal to ensure we delight our customers and exceed their expectations at the lowest TOTEX cost.</p> <p>Function of Role:</p> <p>Joining the Operations & Maintenance team, we are looking for a highly motivated, passionate and technically competent individual to support the execution of proactive and reactive maintenance of our Wastewater Network assets in the most efficient and cost-effective way to deliver an excellent customer service.</p> <p>The individual will be responsible for leading a team of Blockbuster Operatives across all AWS regions to ‘execute’ comprehensive operations and maintenance plans in accordance with standards, policies and procedures and to drive increased productivity and efficiency.</p> <p>The role holder will drive a health, safety and well-being culture by ensuring that health, safety and work management procedures are always adhered to by direct employees and non-conformance and/or poor performance is addressed appropriately and timely.</p> <p>The individual will need to skilfully bring together operational and technical knowledge, with the ability to relay this in a way that others can learn, adapt and develop. Building strong relationships with internal and external stakeholders is critical for successfully delivering expected efficiencies through this activity.</p> <p>This is a key role to ensure that we maximise service to customers, remain compliant with both internally and externally regulated standards and deliver company financial and performance outcomes.</p>

Key Accountabilities:

- Champions a health, safety and well-being culture. Ensuring consistent use and application of standardised practices and procedures for the management of health and safety risk and quality problems, with driving compliance for recording any hazards or near misses and completion of necessary remedial actions will prevent field based personnel being hurt or made unwell within the workplace. The role holder will lead completion of investigations and root cause analysis to ensure that lessons are learnt and implemented.
- Responsible for a team of Blockbuster Operatives who are focussed on 'executing' comprehensive operations and maintenance plans across wastewater network asset base in accordance with standards, policies and procedures. Team activities include Reactive response to sewer blockages, proactive network surveying (CCTV) and non-excavation sewer network repairs. Proactive network cleansing will be considered as capacity allows.
- Responsible for the delivery of exceptional performance by setting clear expectations linked to business targets and having meaningful performance discussions that recognise and reward the right performance and behaviours and challenges where individual performance and behaviours do not meet expectations. This will include weekly/monthly team meetings, 1:2:1s and personal development plans (driven via up-to-date training, certification and records).
- Responsible for continuous improvement with productivity and efficiency by ensuring Operatives have the necessary skills, experience, training, equipment and attitude to successfully undertake their duties. Ensuring working time is properly accounted for, feedback is completed in real time to minimise any performance event (PE) exposure to the business.
- Accountable for on-site competency audits of health, safety and work management procedures and standards and regulatory compliance. This will also include reviewing safe systems of works, risk assessments and standard operating procedures (SOPs) and highlight when changes are required.
- Responsible for developing and maintaining strong relationships at all levels within Operations and across the organisation; specifically, with Asset Management and the Control Centre colleagues to drive operational excellence.
- Undertake level 2 standby rota commitments for out of normal working hours operational management cover.
- Professionally represent the company at all times.



Are You the Right Person for this Role?

Essential Knowledge, Skills and Experience

- Strong background, understanding and experience of health and safety practices with the ability to recognise risk and hazards.
- Extensive technical wastewater experience and knowledge or proactive and reactive network maintenance.
- Management experience with the ability to deliver results through others by successfully coaching, training and giving constructive feedback (positive or negative).
- Good problem-solving skills with the ability to troubleshoot reactive events.
- Ability to deliver operational requirements to meet challenging targets and deadlines.
- Ability to develop and maintain strong and effective internal and external relationships.
- You must meet the security clearance requirements for the role which includes full time residency in the UK for the past 5 years.
- Possession of a full UK driving licence with the flexibility to travel and attend sites across the North/South regions; overnight stays will be required.

Behaviours

- Self-starter with the ability to work on own initiative as well as working as an effective team member.
- Effective leader; comfortable with accountability, leadership and delivering results.
- Confident communicator; can build relationships and owns problem through to solution.
- Takes ownership and pride in high performance and standards.
- Driven; determined to exceed financial and performance targets.
- Professional and credible.
- Conscientious with a passion to succeed.
- Challenges convention and looks for smarter ways of working to improve service and reduce cost (even when outcomes maybe unpopular).

Desirable

- Experience of working with the Ministry of Defence (MOD).
- Experience of wastewater network maintenance.
- Health & Safety; IOSH / NEBOSH and Managing contractors.

What we can offer you?

As a private utilities company providing water and wastewater services to 1000+ MoD establishments across England and Wales, Ancala Water Services has a vision to **create a sustainable future**.

You will be joining a company that takes pride in delivering high-quality services to our clients whilst improving the environment and communities that we work in.

The health and well-being of employees at Ancala Water Services is paramount to our vision as we continue to grow and this is reflected in structure development programmes and the opportunity to increase your current knowledge.

We are dedicated to using the skills and experience of all Ancala Water Services employees to drive future growth and development in relevant markets.

You will be an integral part of the companies' development and will play a significant part in helping the company to improve revenue, reduce inefficiencies and deliver fantastic customer service.

Benefits:

- **Technical Bonus scheme**, based on company and individual performance.
- Generous work-based **pension**.
- **Life** assurance.
- Westfield **Healthcare** for individual and all dependents under 18
- Paid **volunteering days**.
- **25 days holiday** (Pro Rata), plus bank holidays.
- Your **birthday off** every year as an extra paid day off.
- Buy/Sell **Leave programme**.

Ancala Water Services is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.