



<b>Job Title:</b> Operations & Maintenance Manager (North/South)
<b>Business Unit:</b> Operations
<b>Location:</b> Wales and the West Midlands / South and South-East England.
<b>Reports to:</b> Head of Operations and Maintenance (North/South)
<b>Reports:</b> Up to 11 field based Technicians.
<p><b>Purpose:</b></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><b>Function of Role:</b></p> <p>Joining the senior leadership team, we are looking for a highly motivated, driven and technically competent leader to ensure that the day to day operation and maintenance of our water and wastewater Treatment, Networks and Mechanical &amp; Electrical assets are executed in the most efficient and cost-effective way to deliver an excellent customer service. The individual will be responsible for leading a team of field based technicians to ‘execute’ comprehensive operations and maintenance plans (planned and/or reactive) in accordance with standards, policies and procedures and to drive increased productivity and efficiency across Operations.</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>It is imperative that we maximise the service to customers, remain compliant with both internally and externally regulated standards and deliver company financial and performance outcomes. Driving the identification of root causes for asset failure and/or sub-optimal performance will contribute to exceeding customer expectations.</p> <p>The individual will need to skilfully bring together operational and technical knowledge, people management and organisational skills, with the ability to build strong relationships with internal and external stakeholders. Managing customer relationships across the region will be a pivotal part of this role when leading incident management events (if/when occur).</p> <p>The role holder will be required to fulfil roted level 2 standby requirements to act as the out of hours operational manager across the business.</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 Operation and Maintenance technicians who are focussed on 'executing' comprehensive operations and maintenance plans across our water and wastewater asset base in accordance with standards, policies and procedures. This will include duties of being a 'Permitting Authorised Person' under the Control of Works Policy and managing contractors on responsible sites.
- Accountable for site standards and remediation activities.
- Responsible for site customer satisfaction and for driving customer service excellence through building and maintaining strong relationships, act as the key point of contact and deliver improvements required to exceed customer expectations. This may require the need to identify, own, arrange and, if necessary, deliver community engagement events across the region.
- 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 across Operations by ensuring technicians 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 of Operation and Maintenance, Mechanical & Electrical and/or Water Network resources (internal and external; contractors). This will also include reviewing safe systems of works, risk assessments and standard operating procedures (SOPs) and highlight when changes are required.
- Accountable for undertaking any necessary investigations and identifying root causes of asset failure and/or sub-optimal performance. This will require utilisation of problem solving tools and techniques and taking ownership of resolution to ensure that services are delivered to time, cost, and quality standards.
- Responsible for the implementation of Crisis and Incident Management procedures (Silver), by ensuring that site specific contingency plans are kept up-to-date for all other



Site Groups and by responding to and resolving issues that impact our ability to provide services to our customers.

- Responsible for developing and maintaining strong relationships at all levels within Operations and across the organisation; specifically, with Asset Care and the Control Centre colleagues to drive operational excellence.
- Support compliance with contractual asset condition requirements by driving improved reporting of condition and functionality of assets to ensure continued delivery of service, reporting failure or risk of failure.
- Accountable for ensuring the Service Asset Register is fully up to date and any equipment that has a statutory inspection or calibration requirements are resolved before expiry.
- Responsible for budget management for activity across responsible sites and payment application form approvals.
- Undertake level 2 standby rota commitments for out of normal working hours operational management cover.
- Deputise for the Head of Operations and Maintenance (as and when appropriate).
- 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. This includes managing contractors and suppliers (IOSH qualified or equivalent).
- Extensive technical water industry experience, knowledge and awareness of water and wastewater operations and maintenance and asset management processes and procedures.
- Leadership 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 and asset failures with the development of solutions to complex problems.
- Ability to deliver operational requirements to meet challenging targets and deadlines through organisation and prioritisation of workload to ensure compliance with set standards and contractual requirements.
- Experience of working to tight deadlines, under pressure and with evolving and/or conflicting priorities.
- Presentation and report writing skills with the ability to adapt the messages and style of communication accordingly to suit the audience and desired outcomes.



- Ability to develop and maintain strong and effective internal and external relationships.
- General commercial awareness and contract understanding of the commercial and cost impact on the business when making decisions.
- 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 at times.

**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 with customers and owns problem through to solution.
- Takes ownership and pride in high performance and standards.
- Driven; determined to exceed financial and performance targets.
- Decisive; able to make effective decisions within their remit.
- Stress tolerant; able to cope with demands and the requirements of the role.
- 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).
- Professional qualifications such as;
  - Water and Wastewater Treatment and/or Networks.
  - 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:**

- **Manager Bonus scheme**, based on company and individual performance (up to 15%).
- Generous work-based **pension**.
- **Life** assurance.
- Westfield **Healthcare** for individual and all dependents under 18
- Paid **volunteering days**.
- **28 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.*