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| **Job Title:** Operations Improvement TeamSenior Technician  |
| **Business Unit:** Operations |
| **Location:** Home |
| **Reports to:**  Operations Improvement TeamLead |
| **Reports:** 0 |
| **Purpose:** The Operations Improvement Senior Technician will support potable and wastewater processes and asset management improvements through their focus on specific key projects and initiatives that will reduce business risk in these areas. They will develop and enhance their subject matter expertise through delivery of such improvements, and be a point of knowledge and advice to others in the business as necessary. They will drive identified improvement through others, colleagues and contractors, in a safe and efficient manner and deliver activities in accordance with regulations, policies and procedures, capturing improvements to processes and procedures in new or modified controlled documentation. The Operations Improvement Senior Technician will also, where necessary, gather and interpret data from a variety of sources and provide analytical insight to allow evidence-based improvement decisions to be made. One of the keys roles of the Senior Technician is to undertake risk assessments around the possible contamination of surface water discharges from the sites we look after. This involves dialogue with key customer representatives as well as our own staff, reviewing current and historic documents, maps, plans, technical documents and other relevant information as well as visiting sites to understand how the drainage systems operate, and managing sampling programmes. |

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| **Key Accountabilities** |
| * Demonstrates personal responsibility for health and safety.
* Provides advice and recommendations regarding asset and process compliance.
* Supports and advises the Asset Management and Operations and Maintenance Teams as a subject matter expert within their developing capabilities.
* Develops dynamic operation and maintenance plans which proactively consider asset risk, performance and cost.
* Assists in the development of the capital investment programme through the promotion and justification of investments, acting as a project sponsor throughout specific project lifecycles.
* Provides reactive support to the company by contributing expertise to technical investigations and root cause analysis investigations.
* Works collaboratively with internal and external organisations to agree and deliver action/intervention if required.
* Provide input into regular and ad hoc reporting as required. Produce and review reports to a high standard of accuracy to enable informed decision making.
* Deputizes for the Operations Improvement Lead as required.
* Professionally represent the company at all times.
* The role will require travel and occasional overnight stays.
* Supports continuous improvement via the development and implementation of cost saving, optimisation and performance improvement activities.
* Develops and maintain working relationship across all levels in the organisation and customers’ organisations.
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| **Person Specification** |
| **Essential Knowledge, Skills and Experience*** Knowledge of water and wastewater treatment processes and environmental compliance relevant to management of water and wastewater activities gained through industry experience.
* Able to compile and interpret data from a variety of sources, providing analytical insight, and making clear evidence-based decisions.
* Experience of work prioritisation and the ability to achieve key deliverables first, whilst managing key internal and external stakeholders.
* Understanding of asset management processes.
* Experience of managing contractors delivering asset improvements
* Excellent organisational skills and tenacity to meet targets and deadlines.
* Commercial awareness and understanding of the commercial impacts and costs to the business when evaluating options.
* Excellent communication skills (both oral and written) that enable information to be shared effectively and be easily understood; adapting the messages and style of communication accordingly to suit the audience and desired outcomes.
* Competence in the use of the company’s IT systems, eg the Microsoft Office suite, Power BI, Infor, and the ability to use such systems to analyse data and present compelling improvement ideas to key stakeholders.
* Ability to proactively communicate and engage with other teams.
* An ability to work independently or as part of a matrix of members of other teams.
* Experience of working to tight deadlines and under pressure.
* Strong and proven planning and organisational skills to ensure that work is delivered on time, and to the right quality, against internal and external time commitments.
* Experience of working directly with the Environment Agency, understanding Permits to Discharge (wastewater and surface water), trade effluent consents and a working knowledge of the Environmental Permitting (England and Wales) Regulations 2016 and the Water Framework Directive would be a distinct advantage.

**Behaviours*** Demonstrates personal responsibility for health and safety and passionate about safeguarding the environment.
* Self-starter with the ability to work on own initiative as well as working as an effective team member.
* Takes ownership and pride in high performance and standards.
* Professional and credible.
* Conscientious with a passion to succeed.
* Innovative; challenges convention and seeks continual improvement.
* Resilient.
* Decisive; able to make effective decisions within their remit
* Able to prioritise tasks to help manage any conflicting demands within the requirements of the role.

**Desirable** * Project management or water treatment/ engineering / construction / manufacturing experience.
* Formal Asset Management, Scientific or Environmental qualification
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*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*