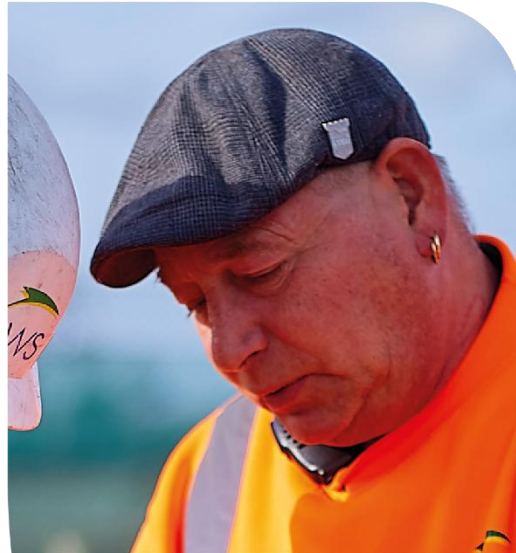




Part of Norse Group 



Norse Environmental Waste Services – Partnership Director Recruitment Pack



United in Purpose

NEWS - Introduction

Norse Environmental Waste Services (NEWS) was formed in 1993 and is a trusted provider of waste management and recycling services for a number of local authorities across the Norfolk Region.

Working in partnership with local Councils, NEWS delivers solutions that directly benefit local communities, helping residents and councils reduce waste, improve recycling rates, and maintain cleaner, safer environments across the county.

NEWS manages the Costessey Materials Recycling Facility, waste transfer stations and Recycling Centres across Norfolk. Handling c250,000 tonnes of waste annually, the company ensures materials are collected, processed and recycled efficiently.

Sustainability is at the heart of everything we do. Through our community-focused approach, NEWS supports councils in delivering high-quality waste and recycling services that benefit both people and the environment, helping to keep Norfolk cleaner, greener, and more sustainable for future generations.

Role Details

Title: Partnership Director

Reporting to: Group Director of Operations

Contract: Permanent, Full-time

Location: Costessey, Norwich

Salary & Benefits Package: £81,113.63 - £103,419.26 + £2k Car allowance, 33 days annual leave including bank holidays, progressing to 37 days including bank holidays after 5 years' service, 10% + 10% Royal London Pension and enhanced sickness pay scheme.

Application & Recruitment Process

Advertising

We will be accepting applications until **(4 weeks from start date)**.

We reserve the right to close this vacancy early, should we receive a sufficient number and level of applicants. Following the closing date, all applications received will be reviewed and we will aim to shortlist and contact applicants within two weeks.

For any questions regarding the process, please contact Recruitment@norsegroup.co.uk

Job Description

The Role:

Ensuring the delivery of key environmental services and the continuous growth and development of the company's commercial business. The Partnership Director will lead and direct the commercial strategy, contractual performance, and operational delivery of NEWS, ensuring proper accountability and reporting of all activities, maintaining and developing commercial relationships with the clients and exploring opportunities for partnership development in line with Group services.

Main Responsibilities:

- Leading health and safety, developing a positive health and safety culture and ensuring appropriate arrangements are in place to protect staff and all other people who may be affected by the company's work.
- Developing and maintaining relationships with the Shareholders to ensure a mutual understanding of priorities and objectives and that the right balance is maintained between those of local councils and the Norse Group
- Leading service delivery and service review to ensure appropriate methods are used in conjunction with maximum operational efficiency.
- To embed a strong performance culture, ensuring that customers are valued and that the reputation of NEWS and Norse is protected and enhanced through the delivery of all services.
- Developing NEWS commercial work for third parties on a profitable basis.
- Leading, managing, and directing senior and middle line managers - ensuring all staff operate within Norse human resources procedures.
- Recruitment, training, and development of senior and middle line managers.
- Monitoring the induction and training of all staff, ensuring they meet expected standards of performance.
- Reviewing the appropriate local organisational structure, delivering services in line with business priorities and service obligations.
- Preparing, implementing, and reviewing the annual business plan setting out the strategic objectives of NEWS aligned to clients' priorities and the Corporate Plan.
- Undertaking an assessment of service and commercial risks, implementing control measures to proportionately manage identified risks.
- Leading strategic planning for business specific improvement projects.
- Overseeing the design and implementation of internal management systems, ensuring certification and ongoing compliance with ISO health and safety, environmental, and quality management systems.
- Identifying, preparing, and submitting bids for contracts and potential business opportunities in conjunction with key stakeholders.

- Developing and operating financial monitoring and management accounting systems, in conjunction with the Finance Business Partner.
- Preparing detailed annual budgets, business forecasts and annual financial plans based on current contracts and anticipated business growth.
- Preparing and presenting papers for the Operational Liaison Board.
- Collating NEWS Board papers in a timely manner for circulation.
- Managing Board meetings and associated documents including the provision of detailed minutes.

Other Duties

- The duties listed are not exhaustive and may be varied therefore the post holder will be expected to undertake other duties as appropriate to the role and as requested by his/her line manager, including:
- Carrying out duties appropriate to the grade of the post, including occasional travel to other offices as required.
- Promoting continuous improvement and delivering demonstrable high-quality products and services which embrace quality standards.
- Demonstrating personal commitment to the Norse Way CSR Strategy.

Person Specification – Essential Criteria

Qualifications/Knowledge/Training:

- Degree educated (industry sector specific) and/or equivalent professional management qualifications with extensive industry knowledge and experience.
- WAMITAB Level 4 Certificate of Technical Competence (CoTC) for Managing Transfer Stations (Hazardous).
- WAMITAB Level 4 Certificate of Technical Competence (CoTC) for Managing Treatment Facilities (Non-Hazardous)
- Knowledge of the powers and duties of local government of services provided by joint venture companies.
- Knowledge of Local Government Review and Devolution
- Extensive knowledge working within the waste and environmental sector at senior management level.

Experience:

- Extensive operational and strategic management experience at a senior level, including commercial and financial responsibility and strategic business planning.
- Extensive experience of performance evaluation techniques and key metrics with an outstanding knowledge of data analysis, reporting and budgeting.
- Senior management experience working within the Environmental Services and Waste sector.

Skills/Abilities:

- Excellent communication and influencing skills, in particular the ability to explain complex ideas into clear reports and compelling presentations.
- Natural coach and mentor who invests in others' growth and creates environments where people thrive.
- Excellent quality of judgement, an understanding of 'what's important' and the ability to facilitate key decisions quickly and clearly.
- Ability to balance risks and benefits to achieve effective outcomes.
- Able to demonstrate a high level of political and business awareness.
- Sound judgement and the flexibility of thought and approach to produce effective results in a matrix environment.
- Familiarity of financial planning and establishing and monitoring KPIs at a senior level.
- An inspirational leader with the ability to lead and motivate a number of multi-disciplined teams, promoting personal development and employee well-being whilst maintaining a high performing culture.
- Authentic, values-driven leader who leads by example and inspires others through genuine commitment to organizational values.
- Emotional intelligence and the ability to connect with people at all levels of the organisation.
- Strategic thinker with strong execution capabilities.
- Able to demonstrate a high level of political and business awareness.
- Detailed understanding of wider industry developments and the ability to respond effectively to changes in customer needs, competitor strategy, and regulatory requirements.
- Ability to remain confident and assured in difficult circumstances.
- Operationally proficient with evidence of ability to manage substantial budgets and complex processes involving multiple stakeholders.
- Full, Clean, UK Driving Licence.

Our Values

We care completely

We are real people who look after each other. We champion diversity, offer a helping hand to those who need it, and build trusted partnerships through empathy.

We collaborate proactively

We create environments where ideas and knowledge are shared, and voices are heard. We spot opportunities and solve problems before they occur.

We act with integrity

Even in challenging circumstances, we do what we believe is right for our communities, people, and partners.

We pursue better

We all are empowered to find solutions that benefit our customers, communities, and colleagues – using initiative and ingenuity to create a better way.

We make it happen

We act with expertise, specialism, and pragmatism every step of the way. We get the job done.

The successful candidate will consistently demonstrate a strong alignment with both sets of company values by integrating them into their daily work, decision making, and interactions with colleagues and stakeholders.

For more information about Norse Group, please visit our [website](#).