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ASSOCIATES



**Managing
Director**

March 2025



Letter from Richard Fassnidge, Managing Director, Redbridge Civic Services

Dear Applicant,

Thank you for your interest in the role of Managing Director at Redbridge Civic Services. This opportunity has come because after 3 years I am stepping down as MD. I have had a rewarding and at times challenging 3 years and now is a good time to hand over the reins.

RCS is a Local Authority Trading Company owned by the London Borough of Redbridge (LBR). Our job is to deliver the boundary collection service for our one client, also the London Borough of Redbridge.

Your role as MD is to direct RCS, working with LBR ensuring that the services are delivered safely, efficiently, within budget and legally compliant. You will report company performance to the shareholder and operational performance to the client. You will take full responsibility for the P & L.

This is a small company, and you will have to 'muck-in'. You will step in to operational management, human resources, health and safety as well as your MD leadership duties.

Waste collection services are changing and you will need to know, understand and project manage these changes. You will need to lead the management team and take the Union and wider workforce along the same pathway.

You must have experience of working in waste collections and a Unionised workforce of 100+. You will be from either private sector or public sector, financially astute, understand the local authority governance and enjoy a challenge.

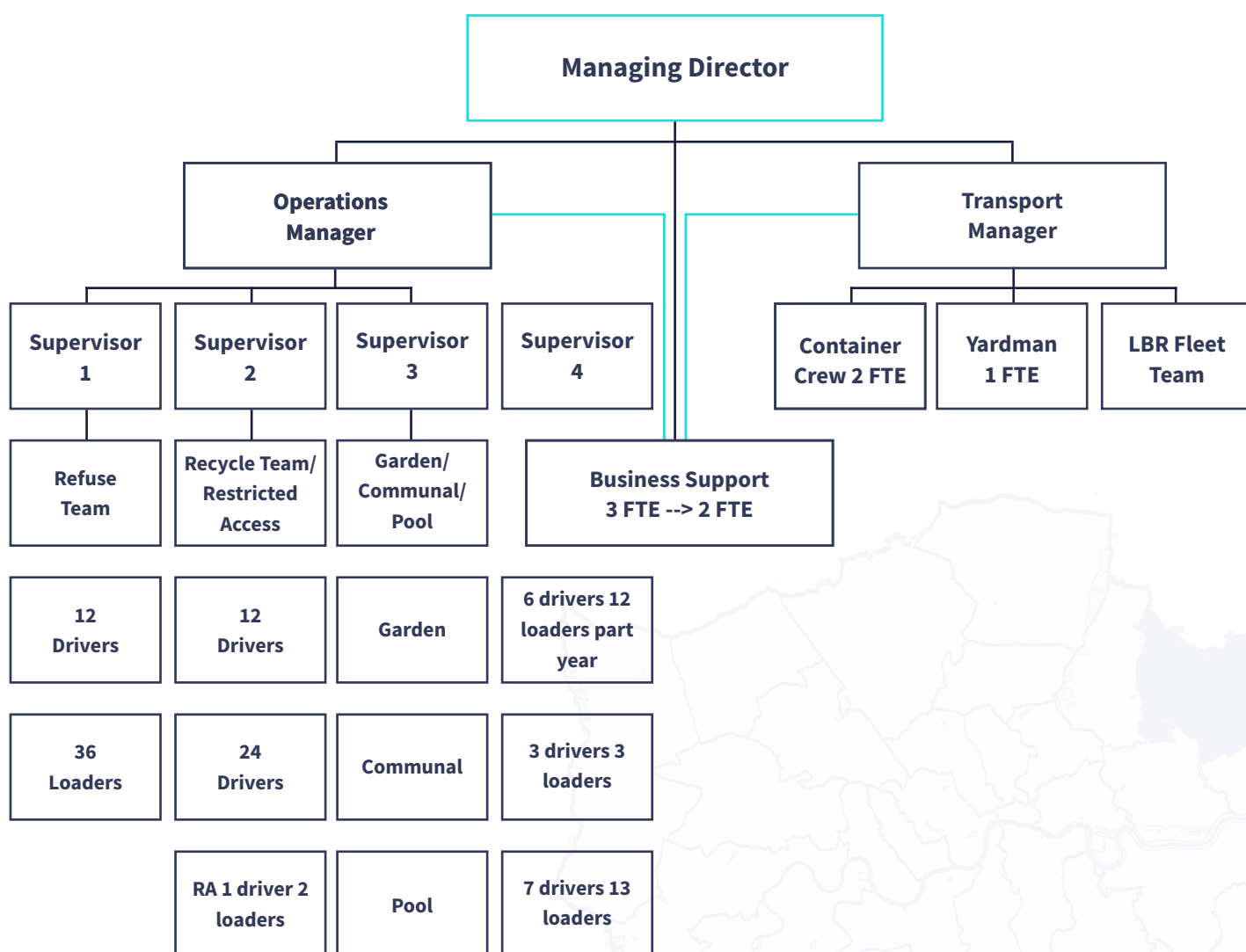
I wish you all the best in your application.

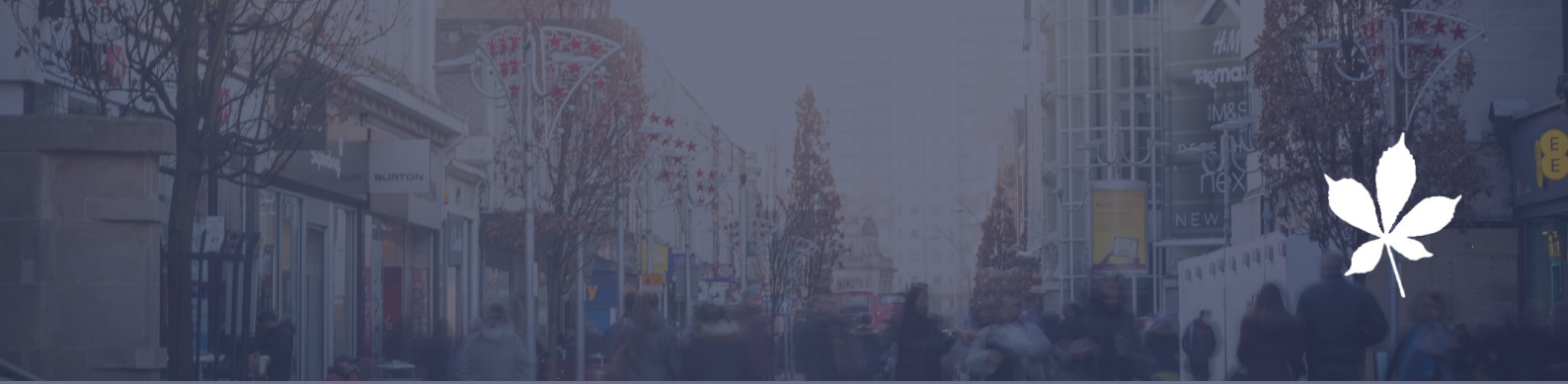
Richard Fassnidge
Managing Director
Redbridge Civic Services





Redbridge Civic Service's Structure





Job Profile

Position	Managing Director
Reporting to	RCS Ltd Board
Grade	MG1
Last Updated	18 th February 2025

Purpose Of The Role

The Managing Director provides the strategic leadership for RCS to ensure the ambitions of the Shareholder (London Borough of Redbridge) are met and RCS is managed as a Ltd company including financial management, business plan and risk analysis.

The Managing Director is responsible for ensuring the delivery of the contracted services, specified by the London Borough of Redbridge as the Client to the residents of the London Borough of Redbridge.

To ensure the company provides and operates a safe working environment in which all employees, residents and other stakeholders that interact with the operations do so safely, in accordance with current relevant legislations as far as reasonably practicable.





Key Responsibilities

1. To be responsible for the annual performance of the RCS boundary collection contract. This will include delivery of the services to the key performance indicators, contract negotiations, contract variations and the delivery of new projects.
2. Have full profit and loss responsibility for RCS as a Limited company through sound financial planning and management and demonstrate value for money.
3. To be responsible for the Health and Safety of all RCS employees, customers, public and any other interactions with regard to RCS activities.
4. Work closely with the London Borough of Redbridge as the shareholder to direct RCS strategies through the Business Plan, Risk Register and maintain a culture of continual improvement.
5. Advise the London Borough of Redbridge, as the client, on relevant waste and environmental matters, and work in partnership with them to improve operational performance while reducing cost and remaining complaints with all relevant statutory or other objectives.
6. Be the primary point of contact for the recognised trade Union associated with the workforce at any time.
7. Sit on the Board of RCS and attend and present at Board meetings, Shareholder meetings and any council led meetings.
8. Ensure compliance with and continually develop, improve and implement all company policies, procedures and processes and align these to council policies where appropriate.
9. These duties and responsibilities should be regarded as neither exclusive nor exhaustive as the post holder may be required to undertake other reasonably determined duties and responsibilities within the company, commensurate with the grading of the post without changing the character of the post.





Employment Obligations

1. General

To work in accordance with the company's policies and to promote the good name of RCS Ltd and work effectively with external organisations. To develop and maintain effective working relationship with the Council officers and Members.

2. Health & Safety at Work

To apply the RCS Ltd Health and Safety Policy and Procedures together with, where applicable, the Department's Policy Statement and all relevant Health & Safety at Work instructions which are to be considered as part of this Job Description.

3. Compliance with RCS Ltd Code of Conduct

All employees have an obligation to comply with the Company's Code of Conduct which should be taken to include all policies and procedures relevant to the Company.

4. Data Protection Act 1998

All employees who are involved in the processing or handling of computer data have an obligation to comply with the terms of both the Data Protection Act 1998 and the Company's Data Protection Policy.

5. Equal Opportunities

Employees shall not discriminate on the grounds of gender, race or ethnic origin, sexual orientation, marital status, creed, nationality, disability or age and shall seek to eliminate such discrimination by others to promote equal opportunities. Employees will be afforded equal opportunities in employment irrespective of disability, gender, race, religion, age, sexuality, marital status, parental status, caring responsibilities and hours of work.





Person Specification

Applications will be scored based on information provided within the application form, measured against criteria set out below.

Quality	Essential	Desirable	Identified
Education & Qualifications	<ul style="list-style-type: none">• Computer literate and good proficiency at using Office Microsoft Office Suite.• High proficiency in spoken and written English communication.• Good working knowledge of waste industry health and safety regime is required.	<ul style="list-style-type: none">• Driving Licence• NEBOSH• Financial management for managers	From application form
Experience, Knowledge and Understanding	<ul style="list-style-type: none">• Contract management in a waste or utilities contract environment.• Proven track record of managing an operational workforce.• Financial management systems, in particular profit and loss.• Working with a Unionised workforce.• Accident investigation and reporting• Experience of delivering services against agreed KPIs	<ul style="list-style-type: none">• Management of a Limited company• Project Management	From application form/at interview





Quality	Essential	Desirable	Identified
Job Related Skills	<ul style="list-style-type: none"> • Make sound evidence led decisions. • Use judgement and discretion • Good communication skills able to communicate effectively at all levels, even in difficult situations • Able to maintain confidentiality, work on own initiative/take responsibility • Team worker 	<ul style="list-style-type: none"> • Understanding of quality management systems or business process mapping • Project management 	From application form
Personal Skills	<ul style="list-style-type: none"> • Positive attitude under pressure • Self-motivated and reliable • Ability to remain calm when faced with difficult staff or customers • Ability to provide leadership to others in their work • Commitment to providing a quality service 		At interview
Role Specific (Intrinsic to the role)	<ul style="list-style-type: none"> • Ability and willingness to work flexibly depending on the demands of the operation – may include occasional duties out of normal ‘office’ hours 		From application form/at interview





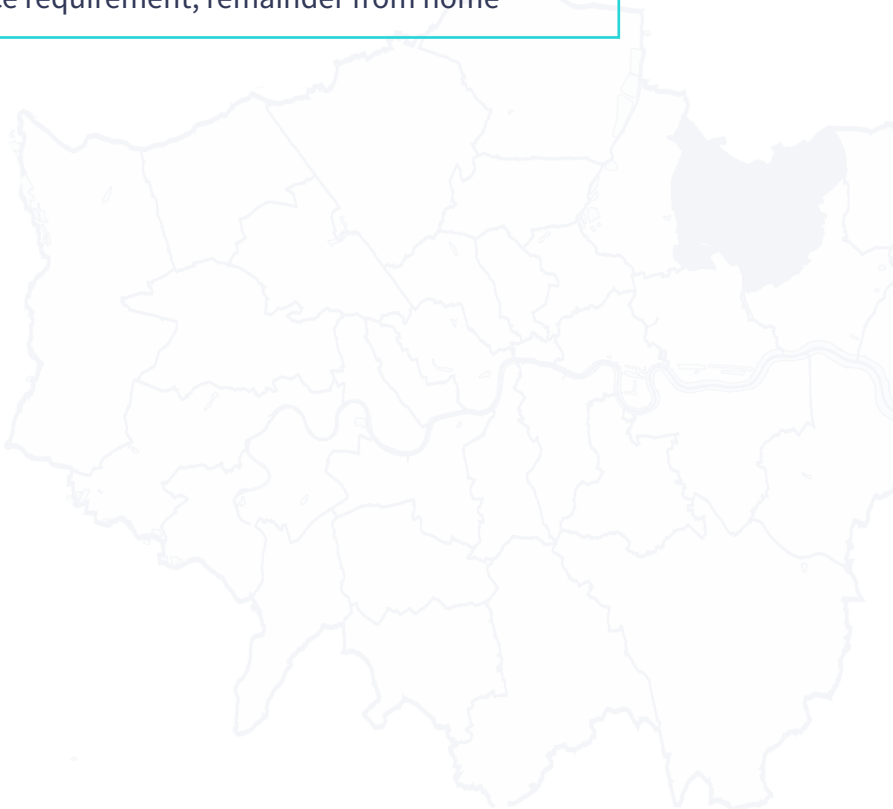
Employment Obligations

What we can offer you:

- People Pension (3% Company contribution 5% Employee contribution)
- Annual leave allowance: 25 days + Bank Holiday
- Sickness Policy: 3 Months full pay. Income protection after 3 months (70% of salary, up to 2 years) Eligible after 6 Month probationary period.

Terms of Employment:

Salary	£80,000 + up to 10% bonus package
Location	Ilford
Working from home	3 days in office requirement, remainder from home





How To Apply

Panoramic Associates Ltd is acting as an employment agency to Redbridge Civic Services Ltd on this appointment.

For a more in-depth conversation about the role please contact **Jessica Richards**, Senior Consultant or **Louise Melton**, Senior Delivery Consultant, who is leading on the process.

We hope you will consider making an application for this fantastic opportunity. To make an application, you will need the following:

- A CV which is tailored for this role.
- A supporting statement that sets out your understanding of both the role and the organisation, and how your experience matches the key criteria on the personal specification.

Alternatively, you can submit your CV direct to our consultants.



Jessica Richards

j.richards@panoramicassociates.co.uk



Louise Melton

l.melton@panoramicassociates.co.uk

19 th March 2025	Closing Date
20 th and 21 st March 2025	Preliminary Interviews with Panoramic Associates
W.C. 24 th March 2025	Interviews with Redbridge Civic Services
W.C. 31 st March 2025	Final interview with Panel

NB – Given the competition within the market at the moment, there is a degree of flexibility in exceptional circumstances so please contact Panoramic Associates if the need arises.

We know we have challenges ahead and need to change significantly and quickly. We will only be able to achieve our aims with your full support and by working together, united in our vision and intent. We look forward to hearing from you!

