

Job title:	SHEQ Manager (Safety, Health, Environment and Quality)
Responsible to:	Director of Operations and Contracts
Responsible for:	<p>Providing strategic coordination and professional leadership for all Safety, Health, Environmental and Quality (SHEQ) matters across WLWA operations, including HRRCs, waste transfer stations, and corporate office functions.</p> <p>This postholder leads assurance and culture change programmes, but does not hold direct line management of site staff. Operational accountability remains with line managers, while legal responsibility for SHEQ compliance sits with the Managing Director and the Authority</p> <p>Budget Responsibility: None directly, but the postholder influences expenditure related to safety training, equipment, corrective actions, and audit-related improvements.</p>
Main job function:	<p>The SHEQ Manager leads the coordination of health, safety, environmental and quality systems across WLWA. Reporting to the Director of Operations and Contracts, the role works with site teams, contractors, and internal colleagues to support legal compliance, staff training, audits, and digital assurance. The post promotes a safe and inclusive culture aligned with WLWA values. While the SHEQ Manager drives delivery and provides expert advice, responsibility for SHEQ is shared across the organisation, with legal accountability held by the Managing Director and the Authority.</p>
Salary:	P06
Basic hours:	36 Hours
	<p>Primary base: Abbey Road HRRC, Park Royal, NW10 7TJ</p> <p>Head Office engagement: Unit 6, Britannia Court, The Green, West Drayton, UB7 7PN</p> <p>Minimum 3 days per week on WLWA operational sites (including unannounced visits), and 1 day per week at Head Office to collaborate on governance, reporting, procurement, and corporate improvement.</p> <p>The postholder must be flexible to attend sites at short notice in the event of incidents or external inspections and may occasionally be required to work evenings or weekends.</p>

Duties and Responsibilities:

Safety First Leadership

1. Lead the development and maintenance of a positive safety culture across all levels of the Authority, ensuring that health, safety, and environmental standards are never compromised by operational pressures
 - a. Coordinate WLWA's health and safety responsibilities across all operational and office-based activities, championing a safety-first culture.
 - b. Conduct frequent, documented site tours at all sites to engage with staff, observe working practices, and reinforce safety expectations.
 - c. Support the Managing Director and senior managers in fulfilling their legal and moral duties under UK health and safety law.
2. Lead the design, implementation, and review of:
 - a. Risk Assessments
 - b. COSHH Assessments
 - c. Safe Systems of Work (SSOW)
 - d. Standard Operating Procedures (SOPs)
3. Maintain a central register of safety-critical documents with version control and team access.
4. Use digital tools such as Work Wallet (and alternatives) to manage audits, inspections, incident reporting, permits to work, and toolbox talks.
5. Ensure strong controls for PPE, fire safety, manual handling, and working-at-height.
6. Deliver behavioural safety initiatives and coach supervisors and contractors.

Legal Compliance and Regulatory Engagement

7. Act as WLWA's Competent Person for SHEQ matters.
8. Take responsibility for ensuring all sites operate strictly within the conditions of their Environment Agency (EA) Permits and Planning Permissions.
9. Act as the formal point of contact for the:
 - a. Health and Safety Executive (HSE)
 - b. Environment Agency (EA)
 - c. Local authorities and regulators
 - i. Manage preparations for inspections, licence renewals and audit close-outs.
10. Maintain a comprehensive register of all safety and environmental laws, ensuring the authority stays ahead of changes in waste regulations and health and safety standards.
11. Advise the Senior Leadership Team (SLT) on operational risk and ensure regulatory compliance is reflected in corporate governance.

Audit and Assurance, and Performance Reporting

12. Lead the design and implementation of an integrated management system that meets the requirements of ISO45001 (Health and Safety), ISO14001 (Environmental), and ISO9001 (Quality).
 - a. Conduct comprehensive assessments across all sites to identify gaps between current practices and ISO standards.
 - b. Create and manage the timeline for formal certification, including the selection of an external UKAS-accredited body to perform stage 1 and stage 2 audits.
13. Lead WLWA's SHEQ audit programme, aligned with the internal governance calendar.
14. Work with site managers and supervisors to document actual workflows, ensuring that the management systems are practical, reflect reality, and add value rather than just creating "paperwork".
15. Establish a centralised, controlled library for all SHEQ documents, including policies, Standard Operating Procedures (SOPs), and risk assessments, ensuring version control and easy access for all team members.
16. Establish a formal internal audit cycle to verify that the new systems are being followed. Train a small cohort of "Internal Auditors" from within the team to assist in cross-site peer reviews.
17. Implement and provide a formal "management review" process where senior leadership meets to evaluate system performance, audit results, and resource needs for continuous improvement.
 - a. As a minimum, producing monthly SHEQ KPI reports for the Head of Operations

and SLT.

- b. Ensure documentation of findings, root cause analysis and action plans.
18. Support integration of SHEQ risks into WLWA's strategic risk register.

Contractor Management and Permit Control

19. Ensure a high standard of site induction is provided to every visitor, contractor, and third party, clearly communicating site hazards.
20. Oversee the "WLWA's Permit to Work" system, ensuring that high-risk activities- such as hot works, confined space entry, or complex machinery maintenance are strictly controlled.
21. Review the safety records and competence of all third-party contractors before they are commissioned to work across sites.
22. Work with Procurement to embed SHEQ requirements in contracts and specifications.

Emergency Preparedness and Business Continuity

23. Maintain and test WLWA's SHEQ emergency procedures.
24. Lead post-incident reviews and support site-level drills.
25. Ensure continuity plans include health, safety and environmental contingencies.

Training, Competency and Engagement

26. Maintain with People and Culture Services support an accurate record of all staff training and certifications relating to Health, Safety and Environment (e.g. WAMITAB, Plant tickets), ensuring no operative is tasked with a role for which they are not qualified.
27. Create clear, standardised safety briefings and "Safe Systems of Work" that are easy for the staff to understand and apply.
28. Chair regular health and safety committee meetings, ensuring that safety concerns from frontline staff are addressed promptly by management.
 - a. Promote SHEQ awareness and culture through communication and coaching.
29. Encourage open reporting and learning from incidents and near misses.

Digital Systems and Innovation

30. Oversee the transition from paper-based systems to digital platforms for reporting accidents, tracking site inspections, and managing safety documentation.
 - a. Maintain WLWA's Work Wallet system and ensure all SHEQ records are current and complete.
31. Support future digital transformation in SHEQ reporting, training and inspections.
32. Collaborate with Governance and IT teams to align SHEQ data with corporate reporting.
 - a. Identify and evaluate new technologies- such as AI-driven plant-personnel interface sensors or improved environmental monitoring tools- to reduce operational risk.

Stakeholder and Partnership Engagement

33. Work collaboratively across WLWA teams — Operations, Procurement, Governance, People and Culture, Communications and Borough Partnerships.
 - a. Specifically, work closely with the Finance and Governance team to provide evidence of robust risk management and help reduce potential liabilities.
34. Regularly review the traffic management plans at HRRA/WTS sites to ensure the safety of residents and staff is protected from heavy plant and vehicle movements
35. Engage with external partners, contractors, legal advisors and framework providers.
36. Represent WLWA in professional networks and regional forums for SHEQ.
37. Support public and partner engagement in SHEQ communications (e.g. HRRC signage, incident notices, etc.)

General Responsibilities

38. Lead thorough investigations into any significant incidents, accidents or environmental breaches, using Root Cause Analysis to ensure lessons are learned.
39. In collaboration with the Head of People and Culture, draft, revise and update SHEQ Policies to reflect current best practices and organisational changes.
40. Maintain confidentiality, professionalism, and compliance with data protection.

41. Support WLWA's goals around carbon reduction, reuse, and inclusive service delivery.
42. Undertake other duties commensurate with the level and nature of the role.

Note on Shared SHEQ Responsibility

While the SHEQ Manager leads operationally and provides expert advice, everyone at WLWA shares responsibility for health, safety and environmental compliance — including staff, contractors and suppliers.

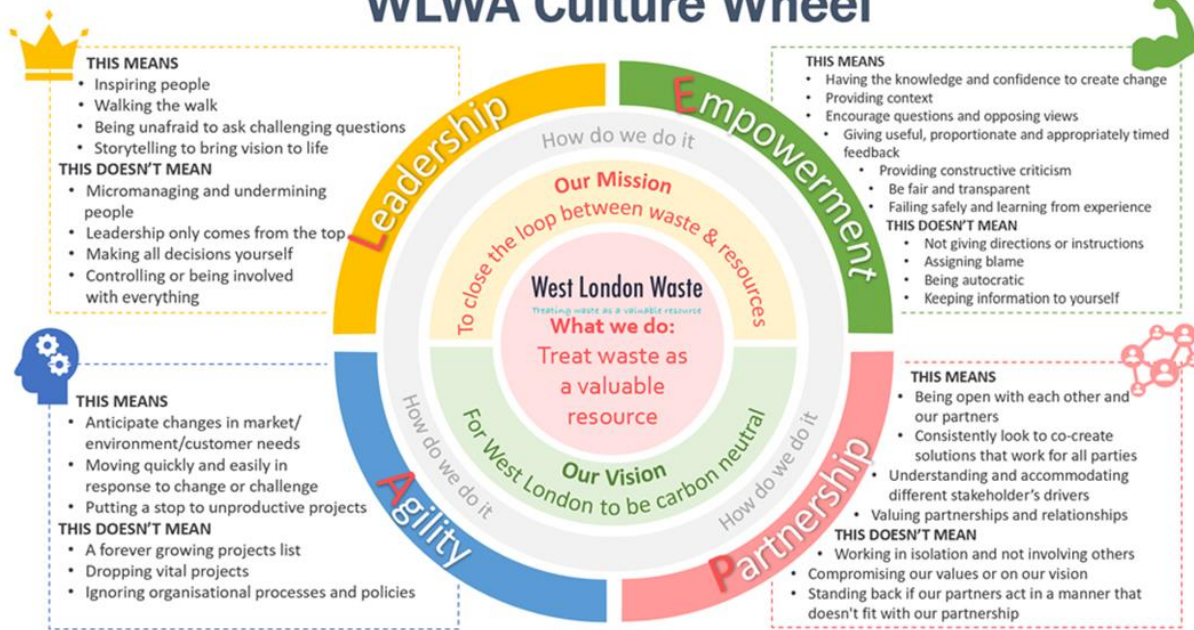
Legal accountability for SHEQ ultimately rests with the Managing Director and the Authority as the employer.

West London Waste is continually reviewing its structures and ways of working in order to provide the best services possible for residents, in the most efficient way. As a result, through appropriate consultation with staff and representatives, the key tasks in any job may be varied and the post holder will be expected to take on such variations consistent with the level of responsibility of the post.

Person Specification

VALUES AND BEHAVIOURS

WLWA Culture Wheel



Education and Qualification		
NEBOSH Diploma or equivalent Level 6 health & safety qualification	E	A,I
Membership of IOSH (Graduate or Chartered) or equivalent	E	A,I
Certified training in ISO 45001, 14001 or 9001 systems	D	A,I
WAMITAB Level 4 (or willingness to achieve)	E	A,I
Experience, Training or Other Requirements		
At least 3 years of SHEQ experience in a high-risk sector (waste management, heavy manufacturing, or construction)	E	A,I
Deep understanding of the Environmental Permitting regulations and Fire Prevention Plans	E	A,I
Ability to interpret complex legislation (e.g., CDM 2015, PUWER, LOLER) and translate it into plain-english working procedures for frontline staff	E	A,I
Proficient in using data to identify "High Potential" incident trends and performing Root Cause Analysis	E	A,I
Proven experience in developing, implementing and maintaining ISO45001,14001, and OR 9001.	E	A,I
Demonstrated experience dealing with the Environment Agency (EA) and HSE, including managing permit breaches or formal inspections.	E	A,I

Experience in selecting and rolling out SHEQ Software/apps for site inspections and reporting	E	A,I
Deep understanding of the Waste Duty of Care	D	A,I
Direct experience with Waste Transfer Stations (WTS) and Household Recycling and Reuse Centres (HRRC), specifically regarding plant-person interface and Traffic Management	D	A,I
Experience in writing and delivering long-term safety strategies that resulted in measurable reduction in incidents, accidents or improved safety culture	E	A,I
Experience of handling sensitive and confidential information	E	A,I
Excellent organisational skills with the ability to prioritise competing demands	E	A,I
Strong written skills, including accurate minute-taking, drafting reports and correspondence	E	A,I
Excellent interpersonal and communication skills – able to liaise confidently with senior officers, Members, and external partners	E	A,I
Ability to maintain discretion and confidentiality at all times	E	A,I
Politically sensitive and aware, with the ability to operate effectively in a democratic environment	E	A, I
High level of IT literacy (MS Word, Excel, PowerPoint, Outlook, Teams)	E	A, I
Demonstrable ability to foster a working culture that is open, inclusive and responsive to change	E	A, I
Politically astute, with awareness of local government context and governance	E	A, I
Ability to work calmly under pressure, meet deadlines and respond flexibly to changing priorities	E	A, I
Demonstrable commitment to safety, well-being, equality, diversity and inclusion	E	A, I
Role model for WLWA's values and behaviours, leading by example	E	A, I
Must hold a full UK Driving License to travel between sites	E	A,I
Willingness to work outdoors in all weather conditions	E	A,I