

JOB DESCRIPTION

Job title	Operations Manager
Department	Operations
Reports to	Head of Operations
Location	Shoreham Port with limited remote working available

Role Summary

Reporting to the Head of Operations, the role is responsible for ensuring the safe and efficient operation of the terminal and all cargo operations undertaken by the department.

The role will also support the Head of Agency and Training on any training and co-ordination of agency personnel required in the department.

Key tasks and responsibilities

- Accountable for planning and managing ships operations and terminal activity. Including but not limited to allocation of manning of vessels and terminals ensuring optimisation of efficiency, costs, and customer service.
- Accountable for the safe and efficient operation of terminal and vessels.
- Supporting the Head of Operations to coach and lead the front-line supervisors and port operatives.
- Conducting performance reviews as directed by the Head of Operations
- Supporting the Head of Operations to manage costs, whilst optimising efficiency.
- Supporting the culture of putting safety at the heart of everything the Port does and leading by example.
- Organising and managing time and attendance of Port Operatives, including but not limited to undertaking roster scheduling and managing and monitoring over time and adherence with the working time directive.
- Working with the Haulage Team to optimise turnaround times of hauliers and improving the Port's stock management system.
- Administrating the departments Health & Safety system, including but not limited to, responding to safety observations, following up incidents and accidents. Providing department KPI's as required.
- Support and enhance the culture focusing on continuous improvement, customer service, quality, and efficiency.
- Accountable for writing, implementation and ensuring conformance to departmental risk assessments, safe systems of work and other health and safety documentation as required by the department.
- Supporting and auditing the delivery of toolbox talks.
- Work with the training department to assess training gaps to ensure optimum flexibility of Colleagues.
- Working with the Training Team to supervise and assess colleagues in all activities associated with cargo movements.
- Provide cover for the Operations Management team to cover early, late starts and weekends as required.
- Adhere to company safety policies.

JOB DESCRIPTION

- Managing the departments PPE requirement.
- Any other duties as directed.

Key skills/Person specification

- Previous experience in a similar role in a busy operational environment.
- Experience of operational cost management
- Proven leadership skills in developing teams
- Excellent health and safety knowledge and understanding. Ideally NEBOSH certificate.
- Experience of managing roster patterns, time and attendance
- Flexibility in working hours to support operational requirement including some weekend working required part of the operations management roster.
- Computer literature with experience of using excel to monitor operational activity.
- Able to work independently or as part of a team.
- Ideally supervisory experience of managing teams.
- Organised.
- Ability to prioritise.
- Customer service orientated.

Our values

