

1. POSITION

PORT ADMINISTRATOR (RECEPTIONIST)

2. BASIC RESPONSIBILITIES:

Responsible for the safe and efficient administration of the various Departments of Portland Harbour Authority Limited, or its successors in title.

3. WORKING RELATIONSHIPS

Report to the Finance and Administration Manager or in his absence a nominated Manager, Portland Harbour Authority Limited, or its successors in title.

Supervision and performance of all administrative and receptionist tasks and duties for all the company's departments, liaising with relevant Departmental and Line Managers and staff at all levels.

Liaison with commercial customers and other Harbour and Port users and tenants, service suppliers, national, regional and local authorities and all other external organisations and individuals in an efficient and pleasant manner at all times.

Work in close co-operation with Portland Harbour Authority Limited's parent, subsidiary, or associated companies, or any other Langham Industry Group Company.

4. GENERAL DUTIES AND RESPONSIBILITIES.

- 1) To provide support services to your Line Manager in the performance of his/her job description. In their absence you will report directly to the nominated Manager.
- 2) Provision of a telephonist / receptionist service for the various Departments of the Company, or its successor in title. This service will be provided between the hours of 0800 and 1700 or shift pattern as agreed every Monday to Friday inclusive, except on Bank or Public Holidays.
- 3) Provision of administrative services to the Finance and Administration Manager, the Chief Executive and other Managers of the Company if required. This service will be provided between the hours of 0800 and 1700 or shift pattern as agreed every Monday to Friday inclusive, except on Bank or Public Holidays.
- 4) Operation of all I.T. and other systems in support of all activities of the Company.

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- 5) Provide work cover for other departmental staff in the event of holidays, sickness, injury etc. at short notice if required by the Company.
- 6) Adhere to your Line Managers (or Departmental Managers) standing orders, operating procedures and systems of work as appropriate.
- 7) Port Administrators are expected to be available during all normal office hours described in 2) and 3) above. As the Ports operation is on a 24 hour, 7 days a week basis, Port Administrators may be required to work outside these hours and during weekends if required by your Line Manager (or Departmental Manager).
- 8) Undertake such duties and act in such capacities as deemed appropriate from time to time by your Line Manager (or Departmental Manager) of the Company or it's successors in title, or for any parent subsidiary or associated company to Portland Harbour Authority Limited.
- 9) Undertake such training and personal development as deemed appropriate by your Line Manager from time to time.

5. SPECIAL DUTIES AND RESPONSIBILITIES – PORT ADMINISTRATOR (RECEPTION)

- 1) Responsible for the day to day running of the Port reception office between the hours of 0800 and 1700 or shift pattern as agreed every Monday to Friday inclusive, except on Bank or Public Holidays.
- 2) To act as first point of contact dealing with all enquiries in person and by telephone in a professional and courteous manner.
- 3) Meet and welcome all visitors, notifying the relevant Departments as appropriate. Responsible for the issue and collection of all visitors passes.
- 4) Receive, log and distribute all incoming mail.
- 5) Co-ordinate, log and frank all outgoing mail.
- 6) Manage and maintain the central filing system in accordance with company procedures.
- 7) Control and booking for all use of shared meeting rooms, arrange and supply of refreshments as required from time to time.
- 8) Manage, order, issue and maintain all stationary requirements for the company including company uniforms.
- 9) Receive and re-direct as appropriate all generic emails.

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- 10) Co-ordinate the issue of all internal ID and security passes in co-operation with the Security Manager.
- 11) Provide general administration support to the Landside department as required by your Line Manager (or in his absence the Security Manager).
- 12) Provide full day cover for other part-time Port Administrator (Receptionist) in the event of holidays, sickness, injury etc as required.

Familiarise yourself with, and work at all times within, all relevant Health and Safety legislation, Company Safety Policies, Rules, Regulations or Systems of Work, and other relevant Health and Safety Approved Codes of Practice whenever and wherever appropriate. This to include, but not to be limited to work, duties and responsibilities covered by:-

- i. The Docks Regulations 1988
- ii. The Health and Safety at Work Act 1974 and it's various amendments.
- iii. The Offices, Shops and Railways Premises Act 1962.
- iv. C.O.S.H.H. Regulations.
- v. The Merchant Shipping Regulations (various).