

1. POSITION

Trainee Vessel Services Support

2. BASIC RESPONSIBILITIES:

Responsible for the safe and efficient support of vessels, tenants, and customers conducting trials at Portland Port, providing support via Port contractors for the Landside Services Department of Portland Port Limited or its successors in title. This may include the supervision of subcontractors as required to meet the port's needs and the development of solutions to adapt to the requirements of vessels alongside.

3. WORKING RELATIONSHIPS

Report to your Line Manager, (or in their absence the Departmental Manager) Portland Port Limited, or its successors in title.

Liaison with Commercial customers and other Harbour and Port Users, 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 Port Limited's parent, subsidiary, or associated companies, or any other Langham Industry Group Company.

4. GENERAL DUTIES AND RESPONSIBILITIES.

Overview:

The Vessel Services Support role serves as the first point of contact for the Landside Services Department, handling service requests and ensuring they reach the appropriate personnel and organisations. This role encompasses a variety of responsibilities aimed at ensuring the efficient operation and financial management of the department in supporting its activities.

Key Responsibilities:

1. Service Request Management:

- Act as the primary contact for all service requests directed to the Landside Services Department, ensuring all requests are forwarded to the relevant personnel promptly.

2. Billing and Invoicing:

- to assist in the implement and operate systems for efficient billing and invoicing of all dues, levies, and charges across departments.
- assist in monitoring, recording, and collecting all income due to the Company.

3. Purchasing and Expense Management:

- to assist in establishing and managing systems for the efficient purchase of all expenditures, equipment, and services across departments.
- assist in monitoring, recording, and processing payment for all expenses incurred by the Company.

4. Internal Systems and Procedures:

- to assist in developing and maintaining internal systems and procedures to ensure the safe and efficient operation of Landside Departments.
- to assist in adapting these systems as needed to align with Company or successor requirements.

5. Support Systems Operation:

- to assist in managing systems for supporting Landside Department activities, including printed, electronic, and other formats.

6. Compliance and Enforcement:

- to assist in prepare and enforcing Standing Orders, Operating Procedures, and Systems of Work as directed by Line Managers or Departmental Managers.

7. Problem Resolution:

- Discuss operational issues, customer, or tenant liaison, working conditions, and personal matters with Line Managers, emphasizing health and safety and training.

8. Training and Development:

- Participate in training and personal development activities as directed by Line Managers.

9. Communication:

- Communicate any operational problems, customer, or tenant issues, working conditions, or personal matters, particularly focusing on health and safety and training.

10. Coverage and Flexibility:

- Provide coverage for other departmental administrators during holidays, sickness, or other absences at short notice.
- Be available during normal office hours and potentially outside these hours and on weekends, based on the operational needs of the port.

11. Undertake duties and act in capacities as deemed appropriate by Line Managers, Departmental Managers, or Company Management, and support parent, subsidiary, or associated companies as required.
12. 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).

5. SPECIFIC DUTIES – PORT ADMINISTRATOR –LANDSIDE SERVICES DEPARTMENT.

1. Provide support with the input data and schedule interventions through the new Oceanwise asset management system.
2. Maintain strict confidentiality when dealing with commercial enquiries and contractual matters.
3. Build solid relationships with long term service contractors assisting with Port maintenance and project activities and with ad hoc contractors employed to resolve specific specialist issues that arise from time to time.
4. Responsible for creating and managing the filing system and retain hard copy in an organised archive, allowing quick reference to past and current customer and vessel call details.
5. Update and manage waste recording systems including development of a good knowledge of related regulations.
6. Responsible for Landside key safe and control of keys held within.
7. During working day ensure that all telephones are answered and where necessary record messages.
8. Responsible for placing orders for all labour and materials.

9. Create purchase orders using Zahara when requested by Landside department.
10. Where necessary update various computer records. Areas to be updated will be asset management database, Weighbridge and various excel spreadsheets.
11. Arranging, when necessary, meetings and travel itinerary for General Manager (Landside)
12. Responsible for day-to-day administration of Landside Services Department, reporting to Project Manager (Landside).