Associated British Ports

Assistant Operations Manager

Full Time, Permanent Contract

Location – Immingham

Competitive Salary + Excellent Benefits

ABP is the UK’s leading port operator, with a unique network of 21 ports across England, Scotland and Wales. Our ports include Immingham, the UK’s busiest port and Southampton, the UK’s leading export port and number one for cars and cruise. The group’s other activities include rail terminal operations (Hams Hall Rail Terminal), ship’s agency, dredging (UK Dredging Ltd), and marine consultancy (ABPmer). Each port also offers a well-established community of port service providers.

The Port of Immingham offers an extensive range of roro and lolo freight services to Northern Europe, Scandinavia, and the Baltic.

With river and in-dock deep-water facilities and easy access to the major trade routes, Immingham is less than 24 hours from a European market of 170 million people.

The Role

You will provide day to day operational supervision in a safe, efficient and service focussed Container Terminal. This position will be customer facing with people management of the operations staff, ensuring work is planned to optimum levels, and SLA’s/KPIs are visible, understood and achieved. You will also support the team with business transformation changes including SAP functionality role out and Good to Great initiatives.

Accountabilities

- Collaboratively drive the best operational performance for the terminal - Safety, Cost, Customer, People, Quality and Delivery
- Actively manage the terminals Operational staff to ensure all management instructions are properly carried out
- Set priorities for the team to ensure task completion, coordinate work activities with other supervisory teams
- Put in place an effective communication process with shift staff - daily, weekly, monthly
- Promote a successful Health and Safety Culture. Strive towards the companies Beyond Zero behavioural safety ambition and ensure team learns from incidents and act as a role model
- Assist in the compilation and review RASSOW’s and monitor their introduction, communication and ongoing compliance
- Working with the training team to carry out a regular Training Needs Analysis to ensure all operations staff are fully competent and licenced to deliver their roles
Ensure procedures, SSOW, risk assessments and permits are followed at all times

To monitor and follow up any incidents and accidents. Complete and share learning from experience to other work colleagues

Taking responsibility for ensuring the Terminal’s Security requirements are adhered to as defined under the Port Security Regulations

Develop a customer service excellence ethos with your team, taking the opportunity to support meetings with the Commercial team with the key customers such as Unifeeder & A2B. Ensure Customer Service Levels are met and report on under performances or non-conformities with a proactive plan of recovery

Act as the ABP Terminal Ambassador, developing a positive working relationship with terminal visitors, suppliers and other Container Terminal stakeholders

Take the lead with Talking ABP survey results and hold regular Team Conversations with a plan to deliver necessary actions and timely interventions that will embrace a motivated, confident, inspired and safe people environment

Support SAP implementation by taking an active interest and becoming one of the ICT change agents to drive the introduction of Logistics Yard Management. Ensure staff are suitably engaged and trained to meet the technological advances in the port

Work collaboratively with the Central Planning team to ensure a process is in place for the allocation of resource - avoiding third party usage and encouraging mobility across ICT and HCT

Ensure your team is high performing - review people metrics such as sickness absence, training attendance and encourage all staff to have a PDR discussion

Support the Humber Container talent and succession development plan, identify and mentor operations staff/apprentices with potential to lead

To contribute towards the delivery of the 5 year business plan, including personally supporting the achievement of EBITDA and cost base targets for ICT. Contribute towards the collation of the ICT Monthly report

Keep up to speed with any Industry developments and good practises and incorporate where possible into the terminals operations

Skills and Experience

Essential:

Proven Operations Management experience

Business and Commercial acumen

Articulate and able to use a variety of communication

Ability to motivate, demonstrating energy and enthusiasm

Excellent report writing skills

Dealing with business ambiguity

Sound IT skills

Being able to manage resources to deal with an ever changing schedule

Work under pressure and to tight deadlines
Ideal:

- NEBOSH Certification or equivalent
- Lifting Managers Certificate

Additional Information:

When joining ABP you will find an environment that is both welcoming and challenging. We reward our employees well and offer a generous remuneration package, employer pension, private health insurance and a range of other benefits.

Please note that ABP undertake random screening for substance abuse and operate a zero tolerance policy. A medical will be required before starting this position.

We are an equal opportunities employer and we welcome applications from all suitably qualified persons regardless of their background, which helps us to provide a diverse and inclusive working environment.