
PROCESS CONTROLLER – CONTAINER DIVISION

The Role

Hutchison Ports Port of Felixstowe has established itself as Britain's largest and busiest container port for more than 50 years. Working within defined areas of responsibility Process Controllers proactively utilise the ports current IT system to drive, monitor, input and manage the current work processes for all operational areas within the Container Division.

Controllers are an integral part of our Operations Delivery Management Team. Providing leadership, support and direction to operators, linking the planning, execution and delivery stages of our services. Together with our Shift Supervisors and other integral stakeholders you will be responsible for the delivery of performance and consistency through system and process management. This is a great opportunity to become part of this team and contribute to the maintenance and improvement of customer service levels in all areas of operations.

Key Requirements

- Responsible for driving and meeting goals and targets for vessel/yard operations.
- Accountable for own and service delivery performance
- Maintaining a clear and comprehensive knowledge of all operational SOP's, IT systems, practices and processes.
- Acting as the key point of contact for specific areas of Container Division Operations
- Working alongside planning and other stakeholder teams to create, own, distribute, execute and deliver the best plan to meet our business needs and customers' expectations.
- Communicating expectations and targets to operators, Supervisors and Managers
- Providing regular and comprehensive updates, leadership and support either face to face or over the ports internal radio system to all involved.
- Delivering relevant Operational & Personal KPI's.
- Ensuring adherence to Health & Safety requirements.
- Carry out any other duties within the scope of the Process Controller role as directed by your manager to satisfy Operational and Customer demands.
- To support the continued development of business processes and systems leading to improved productivity and customer service.

Who are we looking for?

Suitable applicants should meet the following criteria:

- Minimum of 2 GCSEs or equivalent in Maths and English.
- An aptitude to prioritise effectively and work well under pressure.
- Excellent IT software skills.
- Be able to plan, organize workloads and effectively communicate in a variant of forms to personnel at all levels.
- A minimum of 2 years' experience of an operational environment is desirable.
- Full valid UK Driving Licence

Please apply via the Port-al. The selection process will involve a competency based interview and psychometric assessment.

