

Job Title	Shift Supervisor – Landside, Quay, Rail
Reporting to	Operations Manager
Post Number	842
Department	Container Division
Location	Felixstowe

Job Purpose

To supervise all operational aspects of a designated work area, including the supervision and allocation of staff and other resources.

Through proactive monitoring, recording and reporting ensure all operational activities are coordinated to achieve planned objectives in the safest, most efficient and cost effective manner.

Be prepared to carry out duties in any area of the Container Division as directed.

Activities will include the allocation of work to employees falling within their area of responsibility.

Main Activities and Responsibilities

- To set standards for behaviour and conduct, leading by example and taking corrective actions when appropriate.
- To maximise productivity, customer service and eliminate avoidable operational delays.
- Actively participate in pre shift and pre operational briefing and planning meetings.
- To proactively intervene and take action where an imminent delay to operations can be prevented.
- Ensure compliance to all policies, procedures, standard operating practices, with recommendations for action and continuous improvement.
- Ensure adherence to planned activities with recommendations for action and continuous improvement.
- Actively participate in pre and post operational briefings compiling relevant reports and issue lists to promote continuous improvement.
- Ensure fair allocation of labour and break rotation.
- To assist and support the Team Manager with the allocation of labour.
- To provide tea / break cover as required for colleagues.
- To achieve and exceed defined KPI's linked with the Crane Work Programme or Rail Plan.
- Prepare labour reports.
- To maintain a safe working environment.
- HR issues for direct reports with authority for disciplinary action to informal warnings, referring more serious cases to the Team Manager.
- Through evaluation in various forms (i.e. visual, paperwork and verbal) make decisions to prioritise and communicate onwards to relevant parties.
- Authority to move resources and equipment in response to immediate problems and to prevent delays to operations in consultation with the Process Controllers (Yard and Vessel).
- Deliver unambiguous and authentic safety leadership to your Team, based on the HPUK Leadership guide, ensuring that the moral, legal and financial case for safety, the vision to tackle issues and the department/shift safety plan is communicated, understood and embedded in business as usual.
- Demonstrate that you fully understand the HPUK H&S Strategy and Plan, the local plan for your business area and provide evidence of safety improvements within your team supporting the

agreed KPIs.

Scope of the Role

Responsible for direct reports, Stevedore Chargehands and for their;

- Allocation and measurement of work.
- Compliance to safe work practices and Health and Safety Code.
- Dealing with personnel and disciplinary issues and conformance to policy and procedures.
- Conduct and behavioural standards.

Responsible for communicating:

- Throughout the shift, on-going directions and instructions to employees regarding the resolution of operational issues.
- With Line Managers as required and through regular review and planning meetings.
- Non-conformance via established procedures.
- Liaise closely with direct reports.
- Liaise closely with Process Controllers (Yard and Vessel).
- Liaise closely with Team Managers
- Resolve conflict situations using influencing skills.
- Deliver Team Brief to personnel in areas of own responsibility.

Technical Skills

- 5 GCSE's or equivalent, to include Maths and English.
- Full DVLA Licence.
- Ability to use Windows based systems.
- IOSH Managing Safely (to be obtained within 6 months).
- PTS Certificate.
- 2 year's container operations experience.
- 1 year supervisory experience.
- Basic knowledge of operational systems.
- General knowledge of company policies and procedures and collective agreements.
- Comprehensive knowledge of Health and Safety policies, procedures and safe codes of practice.

Behavioural Skills

- Ability to assess and record information in a concise and accurate manner.

Authorised by:		Accepted by:	
Manager's name:		Job Holder's name:	
Signature:		Signature:	

--	--	--	--