

Job Title	Process Controller (All disciplines)
Reporting to	Operations Manager
Post Number	0658
Department	Container Division
Location	Felixstowe

Job Purpose

Within defined areas of responsibility, utilise the current port Terminal Operating Systems or other IT systems to drive, monitor, input and proactively manage the operational plan and work processes for all operational areas within the Container Division.

Main Activities and Responsibilities

All Process Controllers (including Marshalling Controller)

- Maintain a clear and comprehensive knowledge of all Terminal Operating Systems (NGen) and operational IT systems currently in use within area of deployment; use appropriately to coordinate and control operational activities accordingly.
- Responsible for allocation, monitoring and reviewing of 'work output' in relevant areas e.g. vessel, rail, yard or allocation of Plant to zones or Cranes.
- Act as a focal point for the Operations Centre; guiding, directing and supporting operators and other stakeholders accordingly; make regular reports to Line Management.
- To maintain a safe working environment; ensure adherence to Health & Safety requirements; be responsible for health and safety in area of work; deliver update briefings to staff and operators; monitor and intervene when there are clear instances where safety is ignored; challenge and report poor safety behaviours in real time and/or report non-conformance accordingly.
- To support the continued development of business processes and systems leading to improved productivity and customer service.
- Be in constant state of awareness of current performance against relevant operational KPI's; maintain a constant vigil upon resource utilisation (in assigned areas) to seek to improve performance and reduce business costs.
- To carry out other duties (within the scope of the qualified Process Controller role) as directed by your manager to satisfy operational demands.
- To ensure the effective delivery of the 12/24-hour plan; provide appropriate direction to operators and other stakeholders in order to execute the 12/24hr plan; address unplanned or unforeseen incidents accordingly; Identify potential customer and commercial conflict and make recommendations or escalate accordingly.
- Agree shift by shift targets and goals for own areas of control with the relevant Operations Manager.

Yard Controllers (separate competency to be attained)

- To drive productivity through effective & pro-active deployment of plant and machinery (including ECH/Fork and RTGs) to meet or exceed agreed service levels in accordance the Yard strategy plan.
- To work closely with the Engineering Help Desk & Asset Control Area to ensure mechanical and electrical faults are reported and dealt with in accordance with operational priorities.
- To ensure external traffic levels are managed through effective communication with Customer

Services and Yard Planners and use of gates & THA facilities .

Vessel Controllers (separate competency to be attained)

- To operate a combination of vessels and cranes, in accordance with Collective or any Local Agreements, as directed by Line Manager; utilising NGen appropriately and effectively.
- To be responsible for meeting or exceeding operational vessel targets through effective use of resources, working pro-actively, removing operational obstacles and making carefully considered decisions; make recommendations and /or escalate accordingly.
- To actively drive productivity through continual review and enhancement of vessel calls.

Rail Controllers (separate competency to be attained)

- To maximise efficiency of the assigned Rail IMV resource within the confines of the Rail plan.
- Ensure that all containers intended for rail are positioned in accordance with the Rail plan.
- To work closely with the rail team (e.g. Terminal Movements Planner) to ensure trains are worked safely in accordance with the arrival/departure windows.
- Identify and resolve or elevate any areas of operational conflict that arise whilst carrying out duties with particular attention to any potential missed boxes on trains caused by operational issues or late arrival/early departure of trains.

Scope of the Role

Member of the Operations Delivery team, reporting to the Operations Manager and working closely with Shift Supervisors, Terminal Planners and other stakeholders as appropriate, responsible for control and coordination (by way of Port Terminal operating Systems and other communications infrastructure) of all aspects of the Container Division Operations Area (Quayside, Landside or Rail), by maintaining a constant awareness of the operational situation throughout the shift. Monitor all Operators within area of work, using appropriate tools to support the application of Safe Codes of Practice (SCOP), Safe Systems of Work (SSOW) and adherence to Risk Assessments where appropriate. Be prepared for frequent interruptions and regular changes to plan.

Technical Skills

- Good numerical and written skills, ideally GCSE grade 'c' (or equivalent) in Maths and English.
- Confident IT (systems) user with proficiency in Windows based systems or other popular business tech ; ability to learn evolving systems and apps accordingly
- Good organisational skills; able to apply logic and process to resolve complex operational queries.
- Ability to work in high pressure environment, working consistently, accurately and delivering and demonstrating attention to detail.
- Good knowledge of Health and Safety policies, procedures and safe codes of practice.
- Clear and articulate communicator; deliver concise messages via short wave radio.
- 2 years' operations experience (desirable), ideally in maritime operations or similar.

Behavioural Skills

- Leading by example and outwardly promoting high standards;
- Show assertiveness; ability to prioritise quickly and effectively.
- Adaptability; demonstrate confidence to operate in an ever changing environment.
- Listen and process information; make operational decisions in an active environment.

- Adopt an approach of continuous improvement (Plan, Do, Review).
- Act with integrity and respect towards all stakeholders and port users.
- Encourage a culture of diversity and equality throughout.
- Work as part of a Team to encourage and develop a good Team ethos.

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