

THAMES OILPORT TERMINAL MANAGER JOB DESCRIPTION

MOZ-HR-TMJD-001

Rev	Comments/Amendments	Owner	Reviewer	Authoriser	Date
0	New	L Patterson			13/07/2017

**TERMINAL MANAGER
JOB DESCRIPTION**

Job Title: Terminal Manager
Department: Terminal Management
Reports to: Head of Terminals
Staff Responsibilities: Operational; Customer Services Staff

Key Result area:

1. **Terminal strategic plan:** assist with the development and implementation of strategic plan for the terminal, and after approval communicate the terminal plan to all staff with clarity and acceptance, geared toward maximizing shareholders value
2. **Operational and technical plan:** Develop detailed operational, technical, customer service and SHEQ plans, aligned with the terminal strategic plan
3. **Budgeting:** Develop and monitor budgets for operational, maintenance, customer services, and SHEQ costs of the terminal, in alignment with terminal's strategic plan and budget
4. **Reporting:** Ensure regular review and reporting of progress in realization of the terminal strategic plan and budget to the UK Executive team.
5. **Operations:** Manage all operational personnel and SHEQ activities at the terminal and monitor execution of customer services activities, aimed at operational excellence.
6. **SHEQ:** Actively manage and monitor the quality of products and services, in alignment with SHEQ standards and policies
7. **External relations:** Develop and maintain contacts with public authorities, associations, and suppliers with regard to terminal operations, in such a way that a constructive working relationship is ensured.
8. **HR Management:** Ensure adequate resources and an effective organisational structure, in line with HR policy, to ensure that the employees of the terminal are well motivated and equipped for current and future challenges
9. **Debit control;** Ensure correct, timely and complete administration, execution and invoicing of customer contracts, in order to contribute to maximization of revenues and customer satisfaction

Job purpose and objectives:

- To organise and lead the key functions of the terminal in a safe, effective and cost efficient manner
- To co-ordinate the activities of all terminal staff (operations, customer services, engineering, and safety) ensuring the achievement of strategic goals
- To implement any new company/legislative standards at the terminal, plus controlling and monitoring of compliance to existing standards
- To act as the terminal focal point for all clients in relation to operational activities at the terminal
- Liaison with the UK Executive
- Competent, safe and accurate completion of all allocated tasks in order to maintain the quality performance of the company
- To give consideration to the safe movement of hazardous products during planning with staff and customers.
- Ensure the UK policy and procedure on site is adhered to.

Responsibilities & functions:

- The safe operation of the terminal, including the active encouragement of safe working practices by all terminal staff and development of an open safety culture. Encouragement of all staff to be proactive in the avoidance of accidents, and to develop safe working procedures.
- To ensure that the functional departments are effectively resourced and managed
- To communicate effectively with and involve the terminal team in all developments
- To communicate effectively with the UK Executive
- Develop a committed team, which meets Corporate, UK and business best practice.
- Manage organisational change and create a working environment that will facilitate change
- Ensure the compliance of terminal operations with all legal requirements
- Manage the welfare and training of all staff, including regularly reviewing working practices to deliver results through effective participation of all staff
- To act as a focal point for all terminal clients
- To develop staff to be customer focussed
- To actively manage relationships with external parties
- To act as head of service for accident and incident reporting. Dealing with accidents, incidents and non-conformances in an effective manner
- Work with management teams to control budgets
- Liaison and networking with Terminal/Operations managers at other terminals.
- Any other tasks that may arise in the day to day functionality of this position

Health and safety responsibilities:

- Responsible for the day to day safe operation of the terminal
- Ensure that all operational staff comply with terminal procedures and work in line with the UK safety management systems, specifically with regard to the storage and handling of high hazard products
- Seeking and implementing advise from safety professionals
- Leading the terminal safety effort and liaising with staff in non-operational disciplines to ensure that all agreed procedures are implemented
- Co-operate with technical and other staff in the management of contractors including; production of permit to work, method statements, risk assessments and identifying hazards
- Attending and contributing to Hazop meetings and completing relevant actions
- Participate in safety audits and safety observation rounds
- Understanding the content of the emergency plan and implementing this if necessary
- Ensure that any incidents that occur in the terminal are recorded in the relevant system and are properly investigated
- Stop any work being undertaken by any person if it believed to be unsafe (until the situation can be corrected or work authorised to continue)

Outside agencies you may have contact with:

Customers
 General public
 HSE, Environmental agencies
 Local Authorities
 Port Authorities
 Shipping agents
 Auditors
 Other Regulatory bodies

Budget responsibilities:

Operational cost budgets

JOB COMPETENCIES

Level 1: Acts Effectively

Level 2: Expand own Scope of Action

Level 3: Stimulates others in Growth

Level 4: Inspires Others & Leads the Way

Competency	Competency Level
Customer Orientation	3
Quality Orientation	3
Results Orientation	3
Business Awareness	N/A
Continuous Improvement	3
Eagerness to Learn	N/A
Problem Analysis & Judgement	N/A
Vision	N/A
Behavioural Flexibility	N/A
Communication & Listening	N/A
Organisational Awareness	N/A
Persuasiveness & Negotiation	N/A
Sensitivity	3
Discipline	3
Initiative & Entrepreneurship	N/A
Managing Change	3
Persistence & Resilience	N/A
Planning & Organising	3
Coaching & Feedback	3
Directing Performance	3
Networking	N/A
Ownership	N/A
Teamwork	N/A

Please send applications & CV's to Lucy.Patterson@thamesoilport.co.uk