

## **JOB DESCRIPTION**

TITLE: OPERATIONS SUPPORT CO-ORDINATOR  
REPORTS TO: OPERATIONS MANAGER  
LOCATION: DISS, NORFOLK UK  
TYPE: FULL TIME, PERMANENT

### **KEY RESPONSIBILITIES**

- To provide support to the Operations, Marine and TTL Sales Teams in the management of their functions
- Demonstrate a high level of attention to detail and a thorough knowledge of the Company's operating systems

The Operations Support Coordinator duties include, but are not limited to the following;

### **OPERATIONS & SALES SUPPORT**

- Raise enquiries on respective database(s) along with necessary files
- Prepare formal quotations, in line with client specific contracts where appropriate, in a timely and efficient manner
- Process operational timesheets and documentation and highlight any issues reported to the appropriate Team(s) for action
- Raise required purchase orders and goods receipt on respective database(s) as necessary
- Process travel and personnel invoices and expenses

### **ASSURANCE SUPPORT**

- Complete monthly close out procedures for all operational job files
- Record cargo throughput for all Company owned hoses
- Record usage for all Company equipment
- Liaise with Operations and Marine Teams regarding maintenance of the STS Superintendent matrix, documentation and certification records
- Liaise with Operations and Marine Teams to arrange STS Superintendent training course attendance
- Work closely with the QHSE and Operations Team to ensure full recording of QHSE data and readiness for presentation to Management, Clients and audit.

### **EQUIPMENT & STOCK**

- Collaborate on the development of a global maintenance plan alongside the Technical Purchasing Consultant to facilitate testing of fenders and hoses in accordance with Company requirements to maintain operational readiness
- Manage the equipment certification through Safe Ops to ensure visibility of up to date documentation
- Record and process any reported equipment maintenance issues and co-ordinate repairs or replacement as necessary in consultation with the Marine Manager until close out using the Safe Ops defect register
- Maintain UK head office stock levels
- Assist Operations Director to compile budget for equipment and maintenance expenditure and monitor spend monthly
- Raise maintenance purchase orders and goods receipts for equipment testing onto the SAP system

### **GENERAL**

Provision of general administration support to all departments within the company – undertaking tasks as directed by the Operations Manager, including:

- General administrative duties i.e. typing, filing, arranging couriers, maintenance of Company systems and databases

- Co-ordination of the review and update of assigned controlled documents as required
- Formatting and proofing of documents required for presentations, proposals, reports and tenders in line with Company formatting and branding
- Logging of marketing visits on respective databases
- Organise travel and accommodation for visitors and personnel as required
- Arrange visas for personnel as required
- Answering telephone and directing calls and messages to the appropriate persons/departments
- Distribute incoming correspondence
- Monitor workwear stock levels, replenish and distribute as necessary
- Completion and issuance of weekly / monthly reporting for various departments including weekly reports to Management and HSE stats
- Production and issuance of minutes for Team meetings, ensuring that actions allocated appropriate personnel and logged through Safe Ops
- Continually drive improvements in our processes and systems
- Any other duties from time to time as may reasonably be required.

#### **QUALITY, ENVIRONMENTAL, HEALTH & SAFETY RESPONSIBILITIES**

- Complying with all relevant safety and environmental requirements in accordance with Company documented policies and procedures
- Comply with requirements of the safe working practices and safety procedures that apply to the work being undertaken
- Open reporting of unsafe acts and conditions/environmental concerns to Management
- Support and input into QHSSE initiatives and processes including the QHSE Plan, QHSE meetings, and drills
- Make recommendations for improving Quality, Environmental, Health & Safety Management performance