

POSITION DESCRIPTION

Port Nelson -The Region's Gateway to the World



CARGO SERVICES SUPERVISOR

Reports To	Terminal Operations Manager
Location	Nelson
Key Relationships	Internal: <ul style="list-style-type: none">• Container Operations Supervisor• Terminal Planning & PTW Supervisor• Planners• PNL Leadership Team• Terminal Operations Team• Quay Pack• All other PNL Teams External: <ul style="list-style-type: none">• Shipping Lines• Transport Operators• Shippers• All PNL Customers• All PNL Port Users including IRS & Qube• Ministry of Primary Industries & Customs
Direct Reports	<ul style="list-style-type: none">• Cargo Controllers x 3• Cargo Operations Planner x 1
Delegated Authority	As per delegated authority guidelines.

SECTION A – OUR ORGANISATION

Port Nelson is owned by Infrastructure Holdings Limited which is owned equally by Nelson City Council and Tasman District Council. Our purpose is to facilitate regional prosperity, *Kia āhei ki te kōkiri whakamua ki te taumata ā-rohe.*

Port Nelson is the maritime gateway for Te Taihū – a vital hub for economic activity and a key facilitator of our region's continued growth and prosperity. We are solution-focused offering world-class customer-orientated services alongside a highly experienced and knowledgeable team.

The values by which we operate our business are best described by the acronym ASPIRE, standing for:

ACCOUNTABILITY

To be accountable for our actions, our performance and outcomes.

SAFETY

To act in a manner that prevents the risk of injury or danger.

PASSION

To maintain a powerful and compelling enthusiasm about what we do at Port Nelson.

INTEGRITY/ HONESTY

To be truthful, upright and act according to what is right.

RESPECT

To hold the people around us in high esteem and show consideration

EXCELLENCE

To continually strive to be the best at what we do.



SECTION B – POSITION PURPOSE

To supervise all cargo services activities on the Terminal, focusing on the safe and efficient planning of cargo movement. The position will provide personnel and thought leadership, seeking continual improvement in every facet of the operation, with a focus of developing a high performing cargo services team that delivers high service levels to both internal and external customers.

SECTION C – KEY ACCOUNTABILITIES

Key Accountabilities	Task
Operational Activities	<ul style="list-style-type: none"> • Lead and supervise the day-to-day cargo services activities, ensuring quality control, awareness and application of safety procedures. • Coordinate the high-level day-to-day planning and prioritisation of all terminal operational activities in conjunction with the Terminal Operations Leadership Group as required to ensure a seamless & coordinated operation. • Coordinate empty depot stock management and customer enquiries with the Container Operations Supervisor and customers as required. • Customer service and handling of customer queries, including direct communication with customers on any terminal cargo related matters. • Act as the main point of contact for the shipping lines full cargo activities at Port Nelson. • Cargo Services of all terminal cargoes • Vessel load lists of all cargo • Cargo requirements/clearances for Customs and MPI. Support the Terminal Operations Manager with any MPI or Customs process or infrastructure related requirements to ensure PNL always meets its obligations. • Coordination of vessel acceptance and cutoffs to deliver expected service levels • Container yard planning & strategy to deliver the agreed outcomes as prioritised by the Terminal Operations leadership group. • Deliver required planning services to the container operations team (bulk cargo storage planning, task queues, information, planning etc.) • Cargo care of customers refrigerated containers by liaising with and supervising the applicable vendors • Training coordination within team • Process excellence and continuous process improvement • Deliver high levels of service to all PNL customers, especially QuayPack. • Reporting terminal operations performance metrics to relevant stakeholders and customers
Office Support Activities	<ul style="list-style-type: none"> • Team rosters & time sheets • Leave approval • Other office admin tasks as required e.g. stationery • Backup your team when required
Leadership	<ul style="list-style-type: none"> • Hire, lead, coach and develop your team members to create a high performance, best practice team.



	<ul style="list-style-type: none"> • Oversee the work undertaken by your direct reports and any contractors engaged within your work area on behalf of PNL • Provide leadership and innovative solutions with a focus on continuous improvement to meet all goals and targets. • Lead by example • Actively participate in all operational meetings • Deal with employee grievances and disciplinary matters within your area. • Monitor staff performance to ensure safety, efficiency, and quality of work. • Participate in resolution of conflict where required • Provide back-up for other Terminal Operations Supervisors when required.
<p>Health & Safety</p>	<p>Be a 'champion' of workplace health and safety by commitment through action and support of the health and safety strategy and initiatives.</p> <p>Teams:</p> <ul style="list-style-type: none"> • Lead by example and encourage, promote and support a safety minded focus within your team with open communication in the resolution of safety concerns • Demonstrate proactive leadership in the continuous improvement of the H&S programme • Supervise your team during operations to ensure that safe systems of work are adhered to. Monitor systems of work and continually develop and implement improvements as required • Challenge all unsafe acts or behaviours you observe • Be actively involved in the safe and early return to work of injured team members • Actively involve and support the H&S reps in your area • Apply, promote and support the Company's Drug and Alcohol Programme • Actively monitor the H&S performance of all contractors and subcontractors in your area <p>Reporting:</p> <ul style="list-style-type: none"> • Ensure all accident/incidents/near misses are reported either by yourself or your team members • Investigate incidents within your area and implement any remedial action plans and or prevention plans • Contribute toward the ongoing review of any Hazard Register for your area, ensuring annual reviews and updates as new hazards or improved controls are identified • Ensure H&S audit targets are met for your work area • Ensure all plant and equipment is fit for purpose and is maintained and meets applicable legislative requirements • Ensure potential hazards have been assessed, identified and controlled in the purchase or implementation of new or modified plant, equipment or processes <p>Training</p> <ul style="list-style-type: none"> • Ensure you and your teams attend training and keep up to date with H&S best practice • Ensure your team members are adequately trained (or actively supervised while under training) for the roles they undertake and all relevant emergency procedures • Ensure contractors within your work area have been inducted



Continuous Improvement	Supporting continuous improvement by actively identifying ways (i.e. ideas) to improve how we operate at PNL. Any other project work or duties that may reasonably be required.
-------------------------------	--

SECTION D – KNOWLEDGE, SKILLS & EXPERIENCE

Qualifications	<ul style="list-style-type: none"> • Polytechnic Certificate (or higher in a relevant area). • Tertiary Qualification in a relevant area (desirable).
Experience	<ul style="list-style-type: none"> • Leadership experience in a supervisory or team leader function (desirable) • At least 5-years’ experience in the port/logistics field • Superuser level Terminal Operating Systems
Skills and Knowledge	<ul style="list-style-type: none"> • Planning and organising skills. • Customer service skills. • Communication skills (including radio communication protocols). • Ability to learn new computer software applications and adopt new technologies to improve our own processes.
Personal Attributes	<ul style="list-style-type: none"> • Ability to relate well to a wide public interface. • Able to work as part of a team. • Ability to work under pressure with minimal supervision. • Well organised. Can work flexible hours. • Adaptable. • Positive attitude. • Pleasant, courteous manner. • Working in a dynamic environment requires the ability to remain calm under pressure.

ACKNOWLEDGEMENT

I accept this job description identifies the key elements of the job for which I am accountable.

Confirmed by Employee:

Signed:

Date:

