

PORT TARANAKI LIMITED

POSITION DESCRIPTION

1. POSITION DETAILS

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| Position: | Operations Administrator |
| Division: | Operations |
| Location: | Port Taranaki – New Plymouth |
| Reports to: | Head of Operations |
| Date: | June 2022 |

2 PURPOSE

To provide administrative and logistical support to the Head of Operations, line managers and the wider operations group.

3. KEY RESPONSIBILITIES

Administration Support

- Provision of administration and general support duties to the Head of Operations and managers.
- Support the Head of Operations with reporting and communications including monthly reporting of key operations group metrics and assisting managers with follow up on annual leave.
- Provide meeting support on an as need basis (internal and external), inclusive of coordination, scheduling, record keeping, post meeting documentation, distribution and follow up.
- Management and booking of department-specific travel (non training or conference related)
- Facilitate prioritisation and coordination of training between Operations group and HR team including competency compliance requirements.
- Assist the operations group to ensure procedure & process documentation is kept up to date by managing documentation schedules, assisting with preparation of documentation, and reporting on controlled documents and other performance metrics.
- Support the Marine Services Manager in administration of TOPAS/TOPTOP training both internally and externally.
- Contribute to the maintenance of master data in key systems including CRM and MES
- Provide support for processing of orders and other information in Maximo as requested
- Provide support to the Operations Planner as required particularly to assist in ensuring MES is embedded across the Operations group.
- Provide administrative support during Emergency Response/Continuity of Business scenarios
- Manage the effective running of the Planning Office including office supplies, furniture and layout, tidiness, handling calls and customer queries, catering and assisting with technology requirements eg ordering of phones
- Provide ongoing support of continuous improvement initiatives

Harbour Master Support

- Monitor Pilot exemption certification and proactively ensure compliance is maintained, including Port Taranaki and offshore vessel crews.
- Provide general administrative support to Harbour Master as required including; meeting management, reporting and ensuring documentation relating to the Ports & Harbour Safety Code are current and correct – including terms of reference, policies and documentation.

Regulatory Compliance Support

- Report on all regulatory compliance requirements and actions as per schedule and detail agreed with the Head of Operations
- Assist the Landside Operations Manager and team with regulatory compliance requirements.
- Provide support to ensure the maintenance of internal compliance for certification of plant and personnel for Maritime NZ, for Port Taranaki and for the Taranaki Regional Council.
- Provide oversight on Maritime Operator Safety System (MOSS) audit and compliance including the updating of related procedures, notifications to the regulator and acting as Port first point of contact.
- Monitor and maintain compliance with the Ports and Harbour Safety Code, including documentation, maintenance coordination, audits and amendments to the Code as required on behalf of the Harbour Master and Head of Operations.

Health and Safety

- Assist Head of Operations and operations managers to keep up to date with Risk Manager.
- Be the lead on managing the operations planning office health and safety risks including work station assessments, tidiness, stress etc and reporting these to the Head of Operations.
- Engage and become involved in Health and Safety initiatives and challenges
- Participate in the event reporting process to capture safety issues, security issues, good behaviours and new ideas
- Maintain open communication with Manager to enable good safety outcomes
- Stay abreast of safety communications distributed within the company
- Adhere to company H&S policies and procedures, including MoC
- Contribute to the safety performance of the department and wider organisation

Customer Focus

- Continually develop and maintain a high standard of working relationship with customers, suppliers, supply chain participants and other Port Taranaki staff, promoting Port Taranaki in a positive light.
- Contribute to wider Port Taranaki initiatives and continually put forward ideas that improve how we operate.
- Embrace and proactively support the company values of Pioneering Spirit, In Touch and Job Well Done.
- Engender a spirit of teamwork and cooperation in the department and the company as a whole.

Additional Duties

- Any other duties of a similar type as required by the Head of Operations.

Key Stakeholder Relationships

Internal:

- Head of Operations
- Operations Team

External:

- Harbour Master
- Taranaki Regional Council
- Maritime New Zealand
- Port Customers
- General Public

4. EXPERIENCE, QUALIFICATIONS AND SKILLS

Specific Knowledge, Skills & Abilities

Essential

- Extensive experience as an administrator or personal/executive assistant
- A comprehensive background in Management Systems and Controlled documentation, including policy and procedure administration
- High energy with strong internal and external customer service skills
- Strong communication and interpersonal skills
- Excellent time management
- High levels of attention to detail.
- Ability to work within a team environment
- Excellent computer skills (Excel/Word)
- A desire to learn new skills
- Self-motivated and emotionally intelligent with an understanding of the need for confidentiality and discretion.

Desirable

- Diploma level tertiary education
- Experience in Maritime training requirements
- Project management administration
- Experience with Maximo, SharePoint and CRM systems
- Report writing skills