

Shift Manager
London Gateway, Stanford-Le-Hope, Essex, UK

DP World is one of the largest marine terminal operators in the World with 49 terminals across 31 countries. Our dedicated, experienced and professional team of nearly 30,000 people serve customers in some of the most dynamic economies across the World.

London Gateway

London Gateway will be the UK's first 21st Century major deep-sea container port and one of Europe's largest logistics parks offering over 9million square feet of logistics space. Situated on the north bank of the River Thames in Thurrock, Essex, the £1.5 billion development will provide the UK with a new world class infrastructure asset and a brand new gateway to global trade.

London Gateway's deep sea port will be the most fully automated and efficient in the country, adding an additional 3.5million TEU (standard twenty foot equivalent cargo units containers) to the nation's port capacity. The port will become a national trading hub for the UK and will accommodate the world's largest container ships, which have substantially increased in size over the past decade.

In addition to a major deep sea port, London Gateway will provide one of Europe's largest logistics parks, which will offer individual distribution centres in excess of one million square feet.

About the Role

This position reports to the Operations Director and the main purpose of the role is to be Responsible for the day to day running of the Port's container terminal and the management of the shift team in the execution of plans issued by the Planning section. Undertaking all other container handling operations, and to act as first point of contact regarding any matters regarding the execution cargo handling operations.

The key objectives of the role will include:-

- Manage employees, contractors, visitors and processes, adhering to safety and operating policies and procedures to ensure the smooth running of operations and equipment and meet customer and business requirements.

Key responsibilities will be to:

- Ensure that the operational requirements of the working shift are fully met in an efficient and safe manner in accordance with current safety regulations and health and safety policies;
- Reflect the Port's management objectives when controlling operational and contractors' costs. All decisions must be taken with an overall view of the Port's activity and not restricted to the activity of own shift and shift working team;
- Responsible for the overall efficiency of Port cargo handling operations. Positively drive agreed initiatives. Propose new initiatives and adopt a sense of continuous improvement.
- Responsible for ensuring best possible level of communications within the shift team. Ensure that team members are briefed regarding forthcoming shift operations and expected outcomes. Ensure that operational objectives and customer expectations are fully understood.
- Participate in the daily operations meeting when on shift and be prepared to chair the meeting in the absence of others. When not on the day shift, ensure that the shift manager on day shift is aware of any matters that need to be raised at the daily meeting.
- Co-ordinate the various activities of different staff groups to e maximise the efficient deployment of labour;
- Maintain high personal visibility in all operational areas. Taking time to discuss work with operators. Maintain high standards with regard to work practice and safety rules. Insist on the same high standards within the shift team;
- Ensure that lashing supervisors are aware of their priorities and ensure that procedures are strictly followed to ensure no conflict between lashing work and other operations;

- Ensure that systems and procedures are followed to enable the progress of operations to be monitored by other LGPL staff, customers and authorities;
- Take action to address any matters that have a bearing on operations or the Port in general that occur whilst on duty. Such matters could be very wide ranging and where appropriate or if doubt exists, this requires immediate contact with senior management;
- Maintain a log, updated every shift, with all the operational and other notable events from the shift, to facilitate the operations for the next shift, and to serve as a record of matters which may not be recorded by other means;
- Monitor and analyse the following factors on a regular basis:-
 - Quay crane productivity and utilisation;
 - Utilisation of other quay resources;
 - Completion time for vessel operations;
 - Berth occupancy and vessel waiting time before commencement and post completion of operations;
- Be fully engaged with the shift members and all their challenges, offering problem resolution and conducting reviews and appraisals.
- Ensure that subordinates are conversant with all current labour agreements, for both direct employees and contractors;
- Be responsible for allocating the priority of work to be undertaken by all the operational labour at their disposal;
- Have a sound knowledge of container and ship working and be familiar with the appropriate legislation to ensure that work is carried out in a safe manner and in keeping with Company Policy and Procedures;
- Be prepared to provide cover for sickness or other absence of fellow Shift Managers or other operations department managers.
- Be fully conversant with the operational systems and be able to communicate at all levels with Customers, Agents, Port Authority, Representatives and working colleagues across all departments;
- Monitor the skill level and manning level of the shift team communicating needs to others. Take all available opportunities to increase the level of skills within the team, seeking to increase resilience of the team by maximising the possibility of having a multi skilled workforce.
- Maintain full knowledge of staff agreements in order to deal effectively with any problems that may arise;
- Where necessary implement Drug and Alcohol tests and carry out alcohol testing for cause in line with the Drug and Alcohol Policy;
- Ensure that a robust health and safety work environment exists, by adhering to company health, safety and environment policies, to achieve full compliance with the relevant legislation and company set targets;
- Comply with Fatal Risk Standards, Health & Safety Policy and safe working practices, ensure responsibility for safety and discipline in work area and report accidents and 'near misses' in accordance with defined safety procedures;
- Direct and drive performance management culture within the team ensuring that staff meet their targets in line with the business needs;
- Lead, manage and motivate team in line HR policies and procedures to ensure they deliver services in line with expectations;
- Coach the team to improve their skills and knowledge and help them work efficiently and effectively;
- Selects and assigns staff, ensuring equal employment opportunities in recruitment, training and promotions.

Experience and Qualifications

In order to give credible support to the organisation and be successful in this role, the ideal candidate will have the following experience, skills and qualifications:

- Experience of working on the docks to have an understanding of issues that arise and how to resolve the matters in a efficient and timely fashion;
- Tertiary educational qualification. Degree, professional or military training would be an advantage;

- High level of literacy; experience of man management.

Remuneration and Benefits

We are committed to the development of our people and aim to retain talent by investing in ongoing training to improve performance and provide career development opportunities. In addition, we offer competitive base salaries in comparison to the markets in which we operate.

The employment benefits package is reflective of the location, for this position the benefits consists of:-

- Grade 17;
- Annual Performance Related Bonus;
- Personal Pension Scheme – employer contribution 6%/employee contribution 4%;
- 25 days leave;

Application Details

For the above vacancy, please apply by sending an updated CV that includes your current role and covering letter expressing your reason for applying, to:

Victoria Tobin, HR Manager, DP World London Gateway, The Manorway, Stanford-le-Hope, Essex, SS17 9PD or by email to Victoria.tobin@dpworld.com

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For more information on London Gateway, visit www.LondonGateway.com