

## Operations Administrator

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| <b>Job title:</b>              | Operations Administrator   |
| <b>Function:</b>               | <p>To support warehouse and logistics operations with administrative duties.</p> <p>Working alongside line managers and warehouse employees to ensure smooth and efficient daily operations.</p> |
| <b>Lines of Communication:</b> | <ul style="list-style-type: none"><li>• Upwards – Operations Manager / Warehouse Manager</li><li>• Laterally Team Leaders, Office Manager, QSHE Manager, Warehouse Operatives</li></ul>          |
| <b>Location</b>                | Warehouse – Dorset Business Park   |
| <b>Hours of work:</b>          | 42.5 hours per week (between 07:00 – 17:00)  |

### Duties

- Supporting the team with administrative tasks including but not limited to: Sugar tasks, generating pick notes, dispatching orders, pod's, printing commercial invoices, dangerous goods notes, manifesting loads, taking and storing of the load images, goods in receipting, scanning documentation, updating Sugar COM, CDM, pre alerts to port agents/customers etc.
- Minute taking as and when required.
- Liaising with 3rd party logistic partners (Pre-Alerts and POD's)
- Support with repairs and maintenance schedules and callouts.
- Health and safety admin. Make sure toolbox and risk assessments, work instructions, company procedures and policies are signed by the team and return to QSHE Manager. Following up pending documents that need to be filled out.

- Assisting with the maintenance of training records as required by the Office Manager/QSHE Manager.
- Supporting with absence reporting onto HR system, liaising with Line managers to ensure return to works and self-certifications are done and uploaded.
- Support with investigations as and when required.
- Overseeing the warehouse offices, replenishing stationery.
- Ensure that any documentation that is on display is up to date, ensure stand-up notes are communicated throughout the warehouse.
- Support with organising external and internal meetings.
- Organise as and when needed: Lunches, goodbye cards, presents.
- Assist with onboarding and inductions, walk arounds, risk assessments for temporary and permanent staff.
- Be intermittently present and support the Ops team, with delivering their daily toolbox talk or safety moment for the day (min 10 per month).
- Communicate, monthly toolbox talks required for communication, update toolbox talk legend.
- Ensure, toolbox talks, risk assessments, safe work instructions, company procedures and policies are signed by the team and returned to the QSHE Manager. Support the ops team by following up pending documents which need to be signed.
- Following internal audit findings by either QSHE Manager or external auditor - update the corrective action register in line with audit findings pertaining to ISO9001, ISO45001 and ISO14001.
- Raise corrective action requests and share with responsible HODs for action to be taken, within agreed timeframes and with guidance of the QSHE Manager.
- Any other applicable operational duties

- Key Point of contact/communication between office and warehouse staff regarding all non- operational activities

**Skills and Experience:**

- Administrative background in office administration, operation support or similar roles.
- Intermediate in Excel, advanced with Microsoft Word, PowerPoint and Outlook
- Excellent attention to detail maintaining accurate records.
- Efficient in scheduling and coordination of activities, meetings and resources.
- Ability to work independently and make decisions with minimal supervision
- Ability to identify operational issues and propose practical solutions.
- Strong communication skills both written and verbal
- An understanding of confidentiality and discretion when required
- Able to deal with external and internal customers/employees at a variety of levels
- Demonstrates common sense and good judgement in pressured situations

**Personal Attributes:**

- Displays passion for Tower's mission and vision
- Possesses high standard of integrity
- Values collaboration and team building
- Strives for high-quality work
- Displays problem-solving and critical thinking skills
- Self-starter/proactive with a 'can-do' attitude

Last updated: December 2025