

Operations Coordinator

Job title:	Operations Coordinator
Function:	<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>
Lines of Communication:	<ul style="list-style-type: none">• Upwards – Operations Director• Laterally Warehouse Managers, Team Leaders, Office Manager, QSHE Manager, Warehouse Operatives
Location	Warehouse – Holton Heath.
Hours of work:	40 hours per week

Duties

1. 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, goods in receipting, scanning documentation, transport planning/updating Sugar COM, CDM, pre alerts to port agents/customers etc.
2. Minute taking as and when required.
3. Liaising with 3rd party logistic partners.
4. Support with repairs and maintenance schedules and callouts.
5. 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.
6. Being the key point of communication between the warehouse and the head office.
7. Assisting with the maintenance of training records as required by the Office Manager/QSHE Manager.
8. Supporting with absence reporting onto You Manage (HR system), liaising with Line managers to ensure return to works and self-certifications are done and uploaded onto YM.
9. Support with HR investigations as and when required.
10. Overseeing the warehouse offices, replenish stationery.
11. Ensure that any documentation that is on display is up to date, ensure stand-up notes are communicated throughout the warehouses.
12. Support with organising external and internal meetings.

13. Organise as and when needed: Lunches, goodbye cards, presents.
14. Assist with onboarding and inductions, walk arounds, risk assessments for temporary and permanent staff.
15. Any other warehouse duties as and when required.
16. Be intermittently present and support the Ops team, with delivering their daily toolbox talk or safety moment for the day (min 10 per month).
17. Communicate, monthly toolbox talks required for communication, update toolbox talk legend.
18. 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.
19. Following internal audits finding by either QSHE Manager or external auditor - update the corrective action register in line with audit findings pertaining to ISO9001, ISO45001 and ISO14001.
20. Raise corrective action requests and share with responsible HODs for action to be taken, within agreed timeframes and with guidance of the QSHE Manager.
21. Perform weekly, visual site H&S inspections, with guidance of the QSHE Manager. Every second week, a report compilation and communication to respective warehouse leadership.
22. Ensure the HSE noticeboard and Safety Champion Board is updated with all current information.
23. Any other applicable operational duties.

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
- Upholds strong communication abilities

Skills and Experience:

- Highly organised and able to multitask and prioritise
- Excellent attention to detail
- Intermediate Excel, advanced Microsoft Word, basic PowerPoint and Outlook
- Ability to work independently and make decisions with minimal supervision
- Self-starter/proactive with a ‘can-do’ attitude
- Strong communication skills both written and verbal

- An understanding of confidentiality and discretion when required

- Able to deal with external and internal people at a variety of levels
- Demonstrates common sense and good judgement in pressured situations

Business Focus

Meeting business needs:	Provide support to the Operations Manager and wider teams functions ensuring safety, quality and delivery performance are the key drivers
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People Focus

Managing relationships:	Build and maintain prosperous relationships with employees, internal/external clients and service providers
Developing people:	Promote a culture of continuous improvement and self-development

Personal Focus

Self-Control:	Perform effectively and act with the upmost professionalism at all times, remain calm even the most challenging of circumstances
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Change Focus

Adaptability:	Responds positively to the changing needs of the business and its clients by adapting behaviour to maintain effective performance.
Innovation:	Encourage new ideas and support implementation

Analytical Focus

Forward Planning:	Prepare plans, anticipate possible demands and outcomes, and prioritise appropriately.
Decision Making	Make timely and balanced decisions based on available information and experience, seeks support from peers and senior staff members.

Quality Focus

Initiative:	Identify areas of opportunity ensuring the necessary corrective action is taken before problems arise
Integrity:	Promote team values, demonstrate the highest level of respect, humility, honest and integrity and all times

Last updated: September 2024