

Company Name	Tuticorin Coal Terminal Pvt Ltd
Location	Tuticorin
Position	Manager - Operations
Qualification	Graduate + Diploma in Logistics/Port Operations
Experience	5 + yrs post qualification experience in Port Operations
Key Roles & Responsibilities	<p>Principal accountabilities:</p> <ol style="list-style-type: none"> 1. The day-to-day management of all aspects of the operation at the TCTPL Terminal, including the forward shipping schedule, ensuring cargo intake is facilitated with adequate stockyard capacity and a suitable programme of road dispatch. 2. Oversee the preparation and delivery of weekly haulage uplift schedules in conjunction with the Haulage operating companies that best reflects the requirements of TCTPL customers whilst ensuring the most expedient use of the TCTPL infrastructure/facilities. 3. Establish and develop working relationships with TCTPL customers, ships agents, and Haulage operating companies, ensuring that performance expectations are delivered and complaints are investigated and addressed. 4. Ongoing development and maintenance of Quality Management System, including internal/external audits and Management Reviews, ensuring that KPI's are achieved and total compliance with the requirements of ISO9001:2008 (BLU Code) attained. 5. Ensure that that all relevant safety management systems including RA/SSOW are valid effectively communicated and regularly audited. Carry out regular inspections and audits of TCTPL Haulage operations to ensure that Method's of Work are current and being followed, cleaning/housekeeping regimes are maintained and that TCTPL assets are being protected. Where appropriate, MOW should be generic and agreed with all stakeholders. 6. Liaise closely with Engineering and Maintenance departments, ensuring that maintenance is effectively planned therefore minimizing operational disruption whenever possible. Monitor expenditure on maintenance and challenge when appropriate. Derive an understanding of maintenance issues and sub-contracts so you could be in a position to oversee any provision of basic cover when required. 7. Work with the General Manager TCTPL to carry out a review of departmental costs, identifying opportunities for rationalisation and cost saving initiatives. Attend monthly cost review meetings and participate fully in budgeting and re-forecasting exercises. 8. Ensure all revenue streams are effectively recorded and expediently communicated to the relevant Department for raising charges. Develop and implement schemes to improve efficiency, and further contribute towards revenue. Maintain accurate records of haulage movements and Terminal activity, introducing IT systems as appropriate. Provide forecasts of monthly costs and revenues to the General Manager. Provide a monthly report to the General Manager,

	<p>summarizing haulage movements, exceptional cost/revenue items, health and safety matters, personnel issues and development/improvement schemes</p> <ol style="list-style-type: none"> 9. Provide a monthly report to the General Manager, summarizing cargo volumes handled; exceptional cost/revenue items; health and safety matters including update on PDS's and reviews, personnel issues including a summary of sickness and absence, and development/improvement schemes. 10. Oversee the monitoring of the quality of service provided by service providers through regular contractor audits, highlighting and recording any issues and recommending improvements. Work with the General Manager to review future service provision/requirements reviewing current commercial agreements and pricing mechanisms, putting forward suggestions for improvements when renewing or preparing new agreements. 12. Ensure that damages and accidents/incidents are investigated and documented in line with Company procedures. Ensure that necessary reports are completed and that recommendations for improvement are reviewed and implemented where appropriate 13. Investigation of quality/quantity complaints, establishing root cause and recommending corrective actions. Ensure that all complaint investigations are recorded and adequate financial provisions are communicated internally where applicable – i.e. cargo damage/loss. Work with management teams to improve the profile of bulk handling and environmental compliance, establishing relationships with Local Authorities and the local community. Deputise for the General Manager at periodic Port Users Environmental meetings. 14. Work with the General Manager on TCTPL projects and investment initiatives ensuring that schemes are fit for purpose and practicable.
KRA's	<ol style="list-style-type: none"> 1. Ensuring the safe, expedient and cost effective use of Terminal facilities 2. Delivering to TCTPL customers a high quality, efficient operational service within budgeted targets 3. To oversee the day-to-day running of the TCTPL Terminals cargo uplift related operations, adopting a safe, robust and cost effective approach to service delivery