

Operations Coordinator Job Description



Job Description

Department/location:	Operations / Kirkby Depot
Hours of work:	Mon-Fri 08.00 – 16.30 + On call rota for weekends.
Reports to:	Operations Manager
Salary/wages:	TBC
Holiday:	25 days + Bank/Public Holidays
Other benefits:	Company pension and bonus scheme

General:

You will be responsible for the efficient and economical scheduling & daily planning of all Industrial Services Operations which includes tanker routing and Industrial Services. To meet customer needs & react to any changing situation that develops on a day to day basis and ensure all work is conducted efficiently & within the current regulations.

Main Duties:

- Route the vehicle fleet on a daily basis
- Plan & allocate Industrial Services work
- Control start/finish times to minimise unjustified overtime
- Manage job booking requests from sales staff & customers (daily)
- Organise outside support (Agency Drivers, Sub Contractors) as required
- Monitor Drivers hours (daily) & Working Time Directive hours
- Book loads in to disposal sites on a daily basis
- Process driver holiday requests (on receipt)
- Provide 24hr telephone cover on a rota basis
- Taking telephone queries/enquires from all drivers & Industrial Services staff
- Maintain and update the planning sheet daily
- Process/issue any additional supporting paperwork required to complete scheduled work (Duty Of Care Notes & Consignment Notes & Job Sheets)
- Raise & issue Purchase Order numbers (to be signed off by Operations Manager)
- Carry out customer site visits if required
- Be courteous to customers, colleagues and members of the public at all times

General H&S Responsibilities:

- Comply with all Health & Safety requirements: to include producing issuing and reviewing specific RAMS, safe systems of work, tool box talks etc.
- Actively seek to improve safety culture.
- Promote near miss reporting
- Report any H&S issues/accidents/near misses to your line manager immediately.

Other General Responsibilities:

- Attend training as required to maintain personal qualification/competence.
- Comply with the Company Equal Opportunities Policy and promote equality.
- Any other duties as required by line management, commensurate with the post holder's level of training and competence.

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Person Specification

Qualifications/Training	E / D*
Driving Licence Cat C+E	D
ADR Licence	D
DCPC	D
Risk & Method Writing	D
Experience	
Transport Operations and Planning	D
Transport Legislation	D
Health & Safety in a Transport Environment	D
Working in the Waste Industry	D
Specific Post Knowledge/Skills	
Good customer communication skills (telephone, written)	E
Computer literate (Excel, Word, Outlook)	E
Good organisational skills	E
Good decision making	E
Personal Characteristics	
Polite	E
Calm under pressure	E
Work well as part of a team	E

*Essential or Desirable