


Job Description Template			
	Document Number: FG_HR_P.01 Form 08	Version no: 2	Page Page 1 of 3
Creation Date:	25/05/18	Next Review Date:	25/05/20

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Job Description – Operational Support Coordinator

Department/location:	Transport – FIS South
Hours of work:	40 hours per week: 8 hours per day Monday to Friday 0830-1730 daily
Reports to:	Transport Manager
Holiday:	25 days plus 8 Bank Holidays
Other benefits:	Company pension after 3 months Company bonus scheme Death in service benefit

General:

The role of the Operational Support Coordinator (OSC) is a key role providing a full range of tasks in support of Future Industrial Services Ltd operations. Responsible for the efficient and economical scheduling of the Transport Department vehicle fleet to meet customer and Operator Licence requirements. Ensure all work and vehicle maintenance is conducted within the current regulations. In addition, respond to customer enquiries, ensure that all operational jobs from quote to invoice are accurately entered into our ERP software (Enwis) and that all documentation created on a job is processed correctly, in a timely manner, to provide a full quality service to customers.


The role will be shared with a second Operational Support Coordinator and tasks split as follows:

Week 1: Duties to include all tasks under the heading “Main Duties (Operational)”

Week 2: Duties to include all tasks under the headings Enwis, Transport Administration, Other Operational Support and General Office Duties.

Main Duties (Operational):

- Route the vehicle fleet on a daily basis **by the most cost-effective means**
- Manage job booking requests from customers (daily)
- Monitor and scrutinise daily activity of the vehicle fleet by use of the vehicle tracking system
- Schedule vehicle routine maintenance IAW legislation (weekly)
- Organise outside support (agency drivers, hire vehicles) as required
- Monitor Drivers’ hours (daily)
- Book loads into disposal site on daily basis
- Process driver holiday requests (on receipt)
- Provide customer quotations on request
- Taking telephone queries/enquires from drivers
- Maintain and update routing sheet daily (when required)
- Process disposal site waste acceptance forms when required
- Process/issue any additional supporting paperwork required to complete scheduled work (i.e. Hazard labels)
- Issue Purchase Order numbers
- Issue weigh bridge tickets when required
- Provide admin support (if required) to Transport Ops Support
- Provide 24hr cover on a rota basis as required

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	Document Number: FG_HR_P.01 Form 08	Version no: 2	Page Page 2 of 3
Creation Date:	25/05/18	Next Review Date:	25/05/20

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Enwis tasks (these tasks are in support of any Operational Division):

- Create a sales order (SO) from a Sales Contract (SC) in full – liaise with customer to obtain details if required
- Complete and release a SO
- Convert a SO to a sales invoice (SI)
- Help/support with any issues/problems with ENWIS
- Create SOs/Sis for additional invoices
- Maintain customer operational data on ENWIS

Transport Administrative Tasks:

- Matching SOs with tickets
- Ensure Routing Sheet is completed (in full) to include SO number and DoC ticket number
- Raising PON's for tank washes
- Issue Driver Job Details
- Process complete job details received from drivers
- Issue Weighbridge Tickets

Other Operational Support Tasks:

- Booking accommodation as and when required
- Deal with invoice queries and raise paperwork if required
- Order Tamar bridge tags and issue to designated vehicle
- Order and issue Wessex Water, South West Water key fobs
- Scanning and Filing
- Order and issue company PPE

General Office Duties:

- Answering all incoming calls within 3 rings, find out who is calling and pass on calls or messages accordingly and without delay
- Archiving
- Ensure written procedures for tasks carried out are up to date
- Any other operational support administrative duties
- Upkeep of office suppliers i.e. milk/tea/coffee


General H&S Responsibilities:

- Comply with Health & Safety requirements: as per training, policies, procedures, risk assessments, method statements, safe systems of work etc.
- Actively seek to improve safety culture.
- 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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	Document Number: FG_HR_P.01 Form 08	Version no: 2	Page Page 3 of 3
Creation Date: 25/05/18	Next Review Date: 25/05/20		

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Person Specification

Qualifications/Training	E / D*	How assessed***
Driving Licence Cat C+E	D	CV/I
ADR Licence	E**	CV/I
DCPC	D	CV/I
NVQ 3 (or equivalent) Business Administration	D	CV
NVQ 3 (or equivalent) Customer Services	D	CV
ECDL (or equivalent computer user qualification)	D	CV
Experience		
At least 1 year working in a general office-based role	E	CV
Working in the waste or transport industries	D	CV
Transport Operations and Planning	E	CV/I
Transport Legislation	E	CV/I
Health & Safety in a Transport Environment	E	CV/I
Working in the Waste Industry	D	CV/I
Specific Post Knowledge/Skills		
Good customer communication skills (telephone, written)	E	CV/I
Computer literate (Excel, Word, Outlook)	E	CV/I
Good organisational skills	E	CV/I
Good decision making	E	CV/I
Geographical knowledge of GB	E	CV/I
Problem solving	E	CV/I
Good user level of MS Office (Word, Excel, Outlook)	E	CV/I
Accurate typing/data entry skills & typing to 30+ WPM	E	CV/I
Basic knowledge of relevant waste legislation (duty of care, EWC/SIC codes, premises codes etc)	E**	
Personal Characteristics		
Conscientious to get work done without the need for direct supervision	E	CV/I
Keen to develop own knowledge in support of operations	E	CV/I
Polite	E	Interview
Calm under pressure	E	Interview
Work well as part of a team	E	Interview

*Essential or Desirable

**Essential but may be achieved post-employment

***Application Form or CV; Interview; Presentation; Practical Assessment