

## **JOB DESCRIPTION**

**Department:** Operations

**Location:** United Kingdom,

**Job Title:** Global Operations Manager

**Reporting to:** Chief Executive Officer

**Dated:** 15th September 2022

### **1. Main Purpose of Role**

Cargostore owns and operates an asset fleet in excess of 6,000 DNV and ISO Cargo Carrying Units (CCUs) and Refrigerated Units (Reefers) across more than 20 depots globally with regular operations in approximately 25 countries on 6 continents. The Global Operations Manager will oversee all aspects of the fleet management and logistics ensuring our clients are supported with the right units in the right place at the right time.

The key objective of the Global Operations Manager is to contribute the group's profitability by optimizing fleet utilisation and managing fleet related costs.

Reporting on a daily / weekly basis to the Chief Executive Officer the Global Operations Manager will manage the operations team and will work closely with the sales, finance and IT to ensure a seamless delivery of operational and logistical excellence across all areas of the business.

After an appropriate period of familiarisation with the role and demonstration of ability there is the opportunity for the holder of this role to join the board as Chief Operating Officer.

### **2. Key Tasks and Responsibilities**

#### **Operations Management**

- Manage a young and vibrant operations team delivering a program of continuous improvement in operational systems and procedures in a supportive environment
- Support the CEO and CFO with the development and implementation of company strategy
- Work alongside the Offshore and Intermodal Directors to provide operationally sound and cost-effective solutions to client requirements

- Provide timely and accurate fleet planning and analysis to the Directors, CEO and CFO to allow for strategic decision-making around fleet deployment
- Handle key strategic relationships with suppliers including inspection companies, depots, transporters, forwarders and manufacturers

### ***Client Management***

- Handle key client relationships at a strategic level and support operations team with making fast, effective and client focused decisions pertaining to contractual and operational matters
- Ensure timely communication with the regional operations managers and respective clients on the location and status of assets under deployment
- Ensure all assets are deployed in line with all contractual obligations and ensure 100% compliance with contract performance
- Regularly review contractual arrangements with clients and internal stakeholders (CFO / FC / Sales) to ensure renewals, renegotiations etc. are undertaken in a timely manner

### ***Quality Management System (ISO)***

- Oversee all aspects of the company's ISO and HSE management including recertification of existing standards and where applicable introducing new standards to the business
- Develop and implement Standard Operating Procedures (SOPs) designed to ensure a seamless quality of service delivery from point of operational handover to delivery and demobilization

### ***IT***

- Work alongside IT contractors to support with the on-going design, development and implementation of operations system upgrades
- Responsible for data accuracy, system maintenance and development in RAM (the group's asset management system), making it as efficient as possible

### ***Fleet Management***

- Monitor and report regularly on operations activities and provide relevant management reporting to the Directors and CEO/CFO
- Proactively manage fleet assets using the necessary analysis required to ascertain maintenance, renewal and write-off scheduling and costs

- Responsible for ensuring management of the maintenance and repair of containers and container equipment such that customer mobilisation and quality expectations are met
- Ensure proactive oversight of the on hire and off hire of subleased containers to the respective lessors:
  - Declaration of Total Loss of containers when Cargostore prefers to pay the DV instead of off hire (either because of profitable location the unit is in or excessive damages)
  - Review damage estimates sent by lessor

### **Depots**

- Ensure a good relationship and communication flow with all depots
- Set and monitor performance KPIs
- Manage depot Audits to ensure depots comply with Cargostore standards for repairs and procedures.
- Ensure the correct set up of new depots, negotiate contracts / rates

### **Inspection Companies**

- Identify and work alongside inspection companies to ensure fast and efficient response times in the recertification of DNV units
- Liaise with and handle strategic relationship with relevant certifying companies
- Perform Inspection company Audits to ensure companies comply with DNV and Cargostore standards
- Negotiate contracts / rates

### **General**

- Actively participate as a key member of the senior management team
- Undertake any other management request, which may from time to time be reasonably required
- Oversee all aspects of fleet replenishment including specification of units, disposal and replacement of ageing fleet and liaison with equipment manufacturers.

### 3. Person Specification

Criteria	Standard	Essential/ Desirable
<b>Work Experience</b>	Approximately 10 years' experience in offshore logistics, materials management, base operations or related field	Essential
	Working knowledge of DNV Standards	Essential
	Management level experience in equipment leasing and / or shipping container and cargo carrying units (CCUs)	Essential
	Experience managing and / or working for depots, yards and base operations support providers	Essential
	Minimum 5 years' working at a senior management level	Desirable
<b>Qualifications/ Skills</b>	Batchelor's degree in logistics or relevant advanced level industry qualifications	Desirable
	Experience in development and implementation of ISO and HSE policies and procedures	Essential
	Project Management certifications garnered in the logistics, marine or energy and extractives industries	Desirable
	High standard of IT literacy, specifically Microsoft Office	Essential
	Knowledge of other IT systems, namely, Real Asset Management, ACT(CRM)	Desirable
	Excellent communication and interpersonal skills	Essential
	Excellent planning, organisation and problem-solving skills	Essential
	Excellent attention to detail in all aspects of role	Essential
<b>Personal Attributes</b>	Self-motivated, flexible and enthusiastic approach to work.	Essential
	Taking responsibility for results: Making things happen, going the extra mile to drive performance and standards.	Essential
	Ability to work as part of a team	Essential
	Ability to multi-task	Essential
	Updating skills and knowledge and responding positively to change	Essential
	Demonstrates a strong work ethic: dedicated and committed	Essential
	Planning ahead and monitoring results to identify what needs to change.	Essential
	Ability to prioritise work, meet deadlines and work calmly under pressure.	Essential

**Note: This job description is a guide to the principal duties of the job at the date shown. It does not form part of the Contract of Employment.**