



CONTRACT MANAGER BILLINGHAM



The Company

PD Ports is a leading UK ports business offering end-to-end supply chain solutions, employing over 1,300 people in the UK. With headquarters based in the North East of England, PD Ports owns and operates the UK's third largest port by volume.

The Role

Reporting to the Operations Manager, Billingham and Hartlepool, the Contract Manager will be responsible for ensuring that all of the client's service levels are achieved and that product integrity is maintained at all times. Reporting directly to the Warehouse Operations Manager - North the successful candidate will span across a range of areas within the business from PD Ports Freight Forwarding, Container Terminals, Engineering and the Logistics operations to provide a seamless service to the customer.

Duties of the role include:

- Management of all operations to ensure compliance with Health & Safety
- First line contact with client, management and operational staff
- Setting and delivering against budget revenues/costs
- Ensure facilities are maintained to 'food grade' standard
- Monitor and maintain humidity levels within a 'closed door' policy
- Maintain accurate stock control
- Responsibility to ensure timely and accurate receipt of goods
- Ensuring daily 'OTIF' delivery performance of both dedicated and support vehicles
- Weekly scheduling of activity and completion of weekly reports
- Investigating and providing solutions to customer complaints
- Set up, agree and monitor service and performance via KPI's
- Ensure integrity of product sampling
- Development of customer relationships at various levels with regular service reviews
- Continuously seek improvements to service.

Benefits

- 25 days holiday plus Bank Holidays
- Internal training and Safety Passport Training / on-going training and assessments
- Sick pay scheme
- Cycle to work scheme
- Full uniform provided
- Employee Assistance Programme for personal support (health, finance, etc.)
- Company pension scheme (up to 6% company contribution)

The Candidate

To apply for the position the successful candidate must be able to offer strategic input to identify and implement service led improvement and cost down initiatives. The ideal candidate will have a proven track record in contract management, have excellent management, organisational and communication skills, an eye for detail and the ability to work under pressure in a very demanding environment. IT literacy and the ability to analyse data in a variety of forms, prepare reports and presentations and be able to effectively communicate and build relationships both internally and externally, at all levels, are a pre-requisite

If you are interested in joining the team at this exciting time, please submit a detailed C.V. outlining your relevant skills & experience along with a covering letter to:

PD Ports
Group HR Department
17-27 Queen's Square
Middlesbrough
TS2 1AH

Or via e-mail: hr.admin@pdports.co.uk

Closing date: **7th December 2021**

