

Job Description

Position:	Service Delivery Co-ordinator	Job Holder:	
Reports To: (Position)	Onshore Services – Client Account Manager	Location:	Aberdeen
Prepared By:	Derek West	Date:	

Overall Purpose of the Job:

Manage and control goods in and out for the workshop and control workshop related processes and documentation.

Principal Accountabilities:

1.	Control documentation related to Onshore Services and Workshop facilities.
2.	Electronic receipt and dispatching of goods for the workshop
3.	Managing the records of goods in and goods out, passing and sharing documentation to relevant parties and file.
4.	Assisting in the writing and completing of order movements, internal movements, delivery notes and CSTs etc.
5.	Collating and filing Export and Import documentation.
6.	Source materials and services for Workshop and client load-outs
7.	Assisting in compiling material requests for workshop spares, sourcing quotes from vendors and arranging purchase orders.
8.	Communicating with vendors to gain a status of any repair items.
9.	Compiling job documentation such as ERRs, as required.
10.	Compiling repair and operational quotes for various customers.
11.	Ensuring that the Well-Centric stock item levels are kept up to date on Emax and pass through to the relevant people.
12.	Capture and manage certification requirements and file in appropriate job file associated job folders.
13.	Arrange for 3 rd party certification on Client Owned equipment
14.	Maintain Job cards; ensuring copies of all necessary paperwork are present.
15.	Manage workshop personnel timesheets.
16.	Updating job files on Shared drive with all paperwork relating to that job.
17.	Manage the billable recharge costs in relating to workshop, stores and certification hours etc
18.	Update the job register to ensure the status of any job is kept up to date.
19.	Assist with the development of procedures and flow charts as part of the Management System
20.	Assisting with the organisation of receipt, inspection, repair and maintenance of company owned rental assets as required
21.	Provide holiday cover for the Stores Administrator/Purchaser
22.	Provide holiday cover for the Certification and Inventory Coordinator
23.	Point of contract for Onshore Services and Workshop facilities material requirements planning / inventory management queries
24.	Adhere to company QHSE policies and procedures.

Organisation:

a) Immediate Supervisor(s)	Line: Function:	Onshore Services – Client Account Manager / Workshop Chargehand
b) Other jobs reporting to the same supervisor:		Workshop and Stores Personnel
c) Direct Reports:		N/A

Job Context and Main Activities:

Job Description

Co-ordinate day to day workload/activities of the workshop, manage workshop paperwork and material requirements planning / inventory systems and provide holiday cover where necessary

Financial Responsibilities and Approvals:

Make daily decisions guided by policies and procedures.

Relationships:

(Who are the job holder's most important contacts and for what purpose?)

Operations Supervisor/Workshop & Stores Chargehand to ensure day to day maintenance of workshop and stores jobs and supporting paperwork.

Operations Team – ensuring daily operational requirements are coordinated and covered.

Client contract Team - ensuring daily operational requirements are coordinated and covered.

Job Challenges:

(Identify the most complex or demanding aspects of the job)

Ensuring all costs of third party services are captured in the correct job quote.

Managing paperwork and assisting workshop personnel to ensure time writing and parts for jobs are attributed to the correct jobs.

Booking goods in/out to the workshop in line with company procedures and effective communication with the Workshop Chargehand

Prioritising tasks that needs to be fulfilled urgently.

The timely creation of paperwork to minimise delays in outbound goods, both to customers and internal stakeholders.

Keeping material requirements planning / inventory management software up to date e.g. with stock movements, job closures etc.

Job Knowledge and Experience:

(Indicate only the essential background qualifications, education, skills *and* aptitudes, specialist training and experience necessary to perform the job competently)

Experience in a similar role

Self-motivated and able to work under pressure

Good attention to details

Good team player and sound interpersonal skills

Good written and verbal communication skills

Strong Excel, Word and Outlook skills

Experience in the use of material requirements planning / inventory management software highly desirable

Health and Safety:

Job Description

All Employees
<p>The incumbent must:</p> <ul style="list-style-type: none"> a) take reasonable care to prevent harm to themselves b) consider the potential for harm to others or the environment that may be caused by their acts or omissions c) work in accordance with information and training provided d) refrain from intentionally misusing or recklessly interfering with anything that has been provided for Health, Safety and Environment reasons e) report any hazardous defects in plant, equipment and workplace, or shortcomings in the existing controls, to a responsible person without delay f) not undertake any task for which authorisation and/or training has not been given. <p>Responsibilities of Managers and Supervisors</p> <p>The incumbent is responsible for ensuring that the HSE Management System is implemented within the operations under their control. The incumbent must actively monitor the workplace to ensure that acceptable standards are maintained. Where risks are identified the incumbent must ensure that these risks are controlled, so far as is reasonably practicable.</p> <p>The incumbent's duties include:</p> <ul style="list-style-type: none"> a) ensuring that employees, contractors and visitors are aware of relevant HSE procedures b) establishing that all equipment, plant and substances used are suitable for the task and are kept in good working condition: this includes the regular maintenance and servicing of equipment c) providing adequate training, information, instruction and supervision to ensure that work is conducted without harm to people or the environment d) taking immediate and appropriate steps to investigate and rectify any risks to people or the environment arising from the work activity e) bringing to the prompt attention of senior management any HSE issue that requires their attention f) ensuring that all incidents are properly recorded and reported and that an investigation is carried out to establish and rectify root causes g) actively participating in the HSE management system.

Job Description Agreed By:			
Job Holder		Date:	
Manager		Date:	