FREIGHT FORWARDING COORDINATOR

The Role

Hutchison Logistics are an independent logistics provider backed by the world’s biggest port operator, Hutchison Port Holdings (HPH), which has a long standing reputation for building trusted relationships with its commercial partners. To support the continuing growth of the business we are looking to recruit an experienced Freight Forwarding Coordinator. Reporting to the Head of Operations, the role will provide administrative and freight forwarding support to the operations team.

Key Requirements

- Provide accurate and timely reporting of information to customers including sending quotations, pricing, costing, shipping details and supply chain related documentation.
- Work with the Operations team and suppliers to ensure customers’ expectations are met and exceeded.
- Use HL freight forwarding IT systems to process job files, manage customers’ shipments and ensure margin objectives per activity are met.
- Ensure compliance to all policies, procedures and standard operating practices.
- Build and maintain effective relationships with customers, suppliers and team members.

For full details, please refer to the Role Profile JD1288.

Who are we looking for?

Suitable applicants will have:

- Minimum 3 years’ experience of freight forwarding co-ordination in a freight forwarding and/or logistics environment with an understanding of Ocean Freight imports and export procedures, inland road and rail distribution and customs clearance entry experience.
- Effective communication skills, both written and verbal.
- Proven ability to work effectively with numbers, data, detail and processes.
- Previous experience and knowledge of freight forwarding systems e.g. MultiFreight or similar.
- Intermediate MS Office skills in Word and PowerPoint, advanced in Excel
- 5 GCSEs (including English language and Maths, Grades C and above) or equivalent.
- Full driving licence

It would be advantageous to have:

- Working knowledge of Destin 8 and CNS
- A recognised Logistics or Forwarding qualification.

To apply, please send your CV by email to hrcentral@fdrc.co.uk or by post to HR Service Centre, Tomline House, The Dock, Felixstowe, Suffolk, IP11 3SY, please quote vacancy ref: 8830 on all application material.

The selection process will involve a competency based interview and assessment.
# Role Profile

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Freight Forwarding Coordinator</th>
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<tr>
<td>Responsible to</td>
<td>Head of Operations – Hutchison Logistics (UK) Limited</td>
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<tr>
<td>Job Purpose</td>
<td>To support the HLUK operations team with freight forwarding and administration activities of Hutchison Logistics UK.</td>
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## Key Accountabilities:

**Customer Service**

- The accurate and timely reporting of information to our Customers including sending quotations, pricing, costing, shipping details and supply chain related documentation and providing operational solutions and advise.
- Work with our Operations team and Suppliers to ensure we exceed our Customers’ expectations.
- To use HL CRM and NVOCC systems to manage our Customers' shipments and to ensure our margin objectives per activity per job are met.
- Maintain SOP’s and update HL Sharefile in line with operating standards and processes.
- Ensure Compliance to all policies, procedures, standard operating practises, with recommendations for improvement.
- Provide a proactive and efficient support to the wider HR team and the departments’ customers.
- Support the team with co-ordinating the FDRC Labour requirements.

**Financial Performance**

- Retain current Customers and identify additional opportunities with our Current Customers where our services could be of benefit to them and that will generate additional revenues and margin.
- Check job files are rated correctly and all costs and related revenues are allocated to the correct activities to ensure correct P&L per activity per customer.

## Behaviours:

- Manage and meet customer expectations – deliver on customer/stakeholder (internal and/or external) commitments for operations and services.
- Understand and support the requirements of the wider organisation - contribute towards key departmental objectives.
- Use judgement – apply a practical logic whilst considering many perspectives.
- Team player, and work with confidence under pressure.

## Measures of Success:

- Positive feedback from Colleagues, Customers and Suppliers.
- Revenue and costs in the job files and in Multi freight are correct.
- Customer quotations and supplier quotations are readily available to the operational team.
- Demonstrates a clear sense of logic and objective consideration in making decisions.
- Gathers factual information to ensure sound judgement.
- Actual Revenue and Margin per Customer is in line and may exceed HL forecasts.
- Job files are processed quickly and accurately and customers are invoiced in a timely manner.
# ROLE PROFILE

## Improvement

- Introduce and manage more Multifreight functionalities to improve speed and accuracy of processing information.
- Learn more about our HL Global operations and purpose and NVOCC and CRM systems.
- Manage Customer requests, quotations and understand our industry sectors to increase knowledge and understanding.
- Work with, and learn from others to achieve shared improvements – share expertise and implement shared improvements.
- Model and set high personal standards – create and deliver bold and challenging standards to raise your performance.
- Foster a sense of urgency – meet and exceed targets at individual, team and organisation level.
- Confident and knowledgeable about all the services HL does offer.

## People

- Work closely with our HL and HPUK Teams and preferred Partners to support you to manage our Customers current and future operational requirements.
- Build and maintain effective relationships with customers, suppliers and team members.
- Demonstrate the required behaviours and encourage appropriate behaviours in others.
- Communicate proactively and openly in regular, formal/informal sessions encouraging input and feedback.
- Act and treat others with integrity – do what you say, be consistent and give credit to others.
- Be a credible colleague – to stakeholders through your own knowledge, behaviour and confidence.
- Confident and knowledgeable about all the services HL does offer.

## Responsibility for People

No Direct reports but works closely with HL Colleagues and HPH departments. Focal point for customers within account management responsibility.

## Responsibility for Assets

Own office equipment (PC).

## Responsibility for Finance

Monitor accuracy of quotations and margins per activity.

## Decision Making

Checking Supplier Costs In and Quotations to our Customers. Ensure Customers files and SOPs are kept up to date in all files and CRM and MultiFreight systems.

## Communication

Verbal and written communication should always be set out and conducted in a professional manner with consideration to any legal implications. Ability to adjust communication style based on audience to ensure maximum influence and impact.

## Experience & Skills

**Essential Criteria**
# ROLE PROFILE

## Knowledge
- Previous experience and knowledge (at least 3 years) of Freight Forwarding co-ordination in a freight forwarding and/or logistics environment with understanding of Ocean Freight Imports and Export procedures, inland road and rail distribution and customs clearance entry experience.
- Effective communication skills both written and verbal.
- Proven ability to work effectively with numbers, data, detail and processes.
- Intermediate MS Office skills in Word and Power point and Excel.
- Previous experience and knowledge of freight forwarding systems; e.g. MultiFreight or similar.

**Desirable Criteria**
- Working knowledge of Destin 8 and CNS.

## Qualifications

### Essential Criteria
- 5 GCSEs (including English language and Maths, Grades C and above) or equivalent.
- A full driving licence.

### Desirable Criteria
- A recognised Logistics or Forwarding qualification or requisite equivalent experience.

## Mental Demands
Ability to multi-task and work to tight deadlines and to prioritise opportunities and challenges. Must be able to work with confidence and within a small, dedicated and very busy team and to support each other at all times.

## Physical Demands
The role is mainly office based, but will require travel to Customers, Suppliers, Warehouses and other sites.

## Health & Safety Exposure
The job can occasionally involve being exposed to unavoidable risk.

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<tr>
<th>Authorised by:</th>
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<tbody>
<tr>
<td><strong>Manager’s name:</strong></td>
<td><strong>Job Holder’s name:</strong></td>
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