

Human Resources Management System

Job Profile & Person Specification

Job Profile	
Junior Account Manager	
DEPARTMENT	Operations
LOCATION	Herts, UK
REPORTS TO	Operations Manager
JOB SUMMARY	The Junior Account Manager will administrate all aspects of operational support. They will work closely with the Operations Manager and Regional Training Operations Coordinator (RTOC) to deliver a "cradle to grave" security service.
MAIN RESPONSIBILITIES	
1.	To ensure operational records and systems, such as the Resource Management System (RMS), are accurately maintained.
2.	To keep all Maritime Security Operative (MSO) HR documentation updated for all nationalities. This includes the maintenance of personnel folders, spread sheets, contracts, and the HR email folder.
3.	To research and book visas and shuttles for MSO movements.
4.	To maintain Privately Contracted Armed Security Personnel (PCASP) records and administrate flag state applications when required.
5.	To update ship's folders daily with the latest sitreps/documentation received.
6.	To assist with team/equipment allocations to future transits.
7.	To collate transit documents into the relevant ship's folder once teams/equipment have been allocated.
8.	To set up each transit by sending out all required transit documentation.
9.	To understand individual customer requirements in order to compose appropriate proposals as per the client's request.
10.	To draft contracts as required by the client.
11.	To invoice tasks in a timely fashion and in accordance with set KPIs
12.	To ensure customer satisfaction during and after the transit as well as drive repeat business.
13.	To perform ad-hoc project work and complete any other task commensurate with the role.
14.	Out of hours duties are required and expected after a probationary period and once established.
KPIs IN ROLE:	
	<ul style="list-style-type: none"> • KPI1 – To ensure all active personnel documents are up to date • KPI2 – To ensure all documents sent to all parties are correct • KPI3 – To ensure all PCASP forms are received back post-transit • KPI4 – To provide closing reports to finance within two working days of task completion



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- KPI5 - To accept 100% of transit requests with those that cannot be accepted being passed to the Maritime Director for rejection
- KPI6 – To ensure enough kit is equally balanced at major embarkation locations
- KPI7 – To ensure that 100% of embarkations occur on time
- KPI8 – To ensure that 100% of Ship Security Reviews (SSR) are returned to the client within two working days of task completion

REQUIRED QUALIFICATIONS/SKILLS/EXPERIENCE:	
ESSENTIAL:	<ul style="list-style-type: none"> • Excellent organisational skills and methodical attention to detail • Excellent problem-solving abilities • Able to manage and oversee more than one task at a time • Capable of dealing with high pressure situations • Proficient I.T. skills • Able to deal with issues outside of regular working hours
DESIRABLE:	<ul style="list-style-type: none"> • Polite phone manner and ability to communicate well with different nationalities • Proactive • Team player and relationship builder • Experience in the shipping industry

SALARY:
The salary is currently set at £25,000 per annum, however is subject to relevant experience.