

JOB DESCRIPTION

<b>Job title</b>	Commercial Apprentice (Business Administration)
<b>Department</b>	Commercial
<b>Reports to</b>	Head of Commercial (HoC)
<b>Location</b>	Operations Office
<b>Remote Working</b>	B

**Role Summary**

Supporting business development, customer relationships and key account management activities within the Commercial Team. Provide excellent customer service and engagement with the main focus being towards port cargo operations, business development and digitalisation of operational systems.

**Key tasks and responsibilities**

- Supporting HoC with daily customer key account management and updating customer relationship manager system
- Reviewing and reporting on cargo volumes and markets connected to the port.
- Supporting HoC with new cargo quotations and updating new business pipeline.
- Learning from the Operations Management team the types of operation required for each cargo.
- Reviewing and reporting on regional competitor ports and operations – cargo trends and development / innovation.
- Helping to ensure high standards of customer service is achieved with the Ports key accounts and new business enquiries.
- Coordinate customer visits, port tours and meetings.
- Attending commercial business development events as required
- Assisting other members of the Shipping, Customs and Property teams as and when appropriate.
- Opportunity to learn about other different commercial business areas within the port, including our large property commercial portfolio which has over 150 tenants and work with our hospitality venue port kitchen.
- Any other duties as directed by full Commercial team.

**Key skills/Person specification**

- Enthusiasm for business, communication, marketing or customer service.
- Excellent attention to detail and ideally someone who is interested in finance.
- Strong written and verbal communication skills.
- Good organisational skills
- A positive attitude and willingness to learn.
- Strong interest and motivation are key.

## JOB DESCRIPTION

### Health & Safety

- Highlight unsafe behaviours and conditions to ensure we all go home safe and well daily.
- Follow the training and guidance provided and only undertake tasks you are competent to do.
- Ensure you understand the processes you are asked to follow.
- Ensure you understand how to use any equipment provided, how to store/maintain it and when to raise an issue with it.
- Actively participate in health and safety, making suggestions on how we can improve the way we work.
- Report all accidents and near misses so they can be investigated and acted upon.

### Our values

