

Job title: Terminal Operator

Reporting to: Terminal Operations Manager

Location: All NZOSL sites

The Terminal Operator is part of the terminal operations team that manages the day-to-day activities of running the terminal from work planning, facility management and maintenance, permit to work authorization and the safe and efficient receipt, storage and load out of product at NZOSL terminals.

NZOSL has three Terminal Operator progression levels, being Starting Out, Proficient and Fully Competent. NZOSL Progression matrix (learning roadmap) shows the level of skills and experience required of the Terminal Operator at each stage. Recognition and reward for Terminal Operator progression is determined when an employee has achieved all applicable requirements within the relevant progression stage and is ready to move to the next grade. The reward reflects a promotion assuming greater responsibility and operating at a higher level in the role.

### Key Result Areas and Accountabilities

#### Terminal Operations

- Undertake daily operational activities to accordance with NZOSL Terminal Operations Manual and Safety Manual.
- Ensure terminal operations comply with HSSE, quality and engineering standards and legislative requirements.
- Undertake day-to-day facility activities and minor maintenance on site.
- Maintaining accurate records of activities, tankship movement and stock levels.
- Being prepared to respond to emergencies such as spills, equipment malfunctions, following established procedures.

#### Product receipt and custody

- Undertake the safe and efficient receipt of product from tankships working shifts with other team members.
- Attain NZOSL's Shore Officer certification.
- Undertake product storage, transfer and load out procedures as directed.
- Ensure product quality is maintained in accordance with industry requirements.

#### Control of Works

- Participate in Toolbox meetings to discuss and reinforce safety requirements for the day-to-day works on site or upcoming tasks.
- Undertake task risk assessments and conduct regular inspections, following NZOSL procedures in managing work on site, to ensure safety protocols are followed.
- Attain NZOSL Permit to Work certification
- Supervise maintenance contractors in accordance with Control of Works procedures as required.

#### Relationship Management

- Interact with customers, contractors and drivers to address inquiries, resolve issues to ensure safe terminal operations.
- Maintain effective relationships with key external stakeholders and contacts.

### Core Competencies & Proficiency Levels

Accountability (Dependability)	Level 1
Complies to rules and expectations defined by business	<ul style="list-style-type: none"> <li>• Provides advance notice of intended absence and/or tardiness.</li> </ul>

teams and NZOSL.	<ul style="list-style-type: none"> <li>• Reports to work consistently on designated days and times.</li> <li>• Follow set procedures and rules.</li> <li>• Shows willingness to work additional, and flexible, hours to meet set deadlines.</li> </ul>
<b>Decision Making &amp; Problem Solving</b>	<b>Level 2</b>
Applies discretion and multiple techniques to explore alternative decisions. Approaches decisions and problems in a systematic manner. Examines the multiple causes and effects of a problem to identify the root cause	<ul style="list-style-type: none"> <li>• Seeks additional information about a situation other than what has been given and consults available resources.</li> <li>• Demonstrates ability to break down problems into simple lists of tasks or activities.</li> <li>• Anticipates obstacles, considers the impact/consequence of decisions.</li> <li>• Seeks involvement from diverse perspectives.</li> <li>• Collects information using decision making tools to better understand issues, problems, and opportunities.</li> <li>• Monitors outcomes of decisions and addresses ambiguous problems with practical solutions.</li> <li>• Applies risk assessment methods to assess risk and reach decisions.</li> </ul>
<b>Teamwork and Team Building</b>	<b>Level 1</b>
Demonstrates the ability to collaborate with others. Assists team members to achieve mutual and independent goals.	<ul style="list-style-type: none"> <li>• Accepts and completes team assignments.</li> <li>• Positively contributes and supports team decisions.</li> <li>• Proactively works to build effective working relationships with team members.</li> <li>• Exhibits flexibility and openness to others point of view.</li> <li>• Shares relevant information, ideas, opinions, and feelings with other team members.</li> </ul>
<b>Communicating Effectively</b>	<b>Level 1</b>
Demonstrates knowledge and understanding of fundamental communication principles. Utilizes appropriate business terminologies in individual work.	<ul style="list-style-type: none"> <li>• Expresses ideas and information clearly both verbally and in writing</li> <li>• Communicates in a professional and timely manner.</li> <li>• Actively listens to people and asks questions to gain a broader understanding of the issue or question at hand.</li> <li>• Is receptive and responds in ways that communicate clear understanding.</li> <li>• Responds to questions with accurate and complete answers in a logical manner.</li> <li>• Uses terminology appropriate for the audience.</li> <li>• Delivers information and ensures that it has been received.</li> </ul>
<b>Conflict Management</b>	<b>Level 2</b>
Recognizes and addresses existing and potential conflict. Anticipates and takes action to avoid/reduce potential conflict. Encourages others to resolve conflict through dialogue.	<ul style="list-style-type: none"> <li>• Encourages calm dialogue between others when faced with differing points of views and promotes mutual understanding.</li> <li>• Considers concerns, issues, and objections of others.</li> <li>• Refocuses the attention of individuals in conflict on work activities and mutual-goals, and away from personality issues.</li> <li>• Takes immediate action to resolve escalating conflict.</li> <li>• Anticipates and takes action to avoid/reduce potential conflict.</li> <li>• Facilitates formal discussions between work group members to address ongoing workplace tension and/or persistent conflict.</li> </ul>
<b>Continuous Learning</b>	<b>Level 2</b>

<b>(Learning Focused)</b>	
<p>Demonstrates a willingness to actively seek feedback and learning opportunities and looks to continuously improve current practices. Shares information, offers advice and suggestions to help others to be more successful.</p>	<ul style="list-style-type: none"> <li>• Actively solicits feedback on their own performance and offers constructive feedback to others.</li> <li>• Seeks opportunities to develop their own and others' skills and knowledge by experimenting with new approaches.</li> <li>• Reflects on successes, failures, and mistakes to learn and grow.</li> <li>• Pursues learning opportunities.</li> <li>• Looks for opportunities to continuously improve current practices.</li> <li>• Coaches others to adopt a learning mindset.</li> <li>• Perseveres when faced with uncertainty, obstacles, and failures.</li> <li>• Is comfortable operating in ambiguity.</li> </ul>
<b>Industry Knowledge &amp; Application</b>	<b>Level 2</b>
<p>Demonstrates in-depth job and industry knowledge within a specific area of specialisation. Aware of new practices and applies this knowledge to individual work.</p>	<ul style="list-style-type: none"> <li>• Applies current industry practices to job assignments.</li> <li>• Understands when provided guidelines are not appropriate to a specific assignment or scenario and is able to consider alternatives.</li> <li>• Utilises the most commonly known informational resources in the field.</li> <li>• Seeks out new learning opportunities to participate in projects outside of the immediate area of expertise and responsibility.</li> <li>• Applies existing knowledge from previous experiences on the job.</li> <li>• Demonstrates an awareness of new practices, approaches, technology, theories, industry trends and application through information sharing, specialist magazines / books, industry websites and conferences.</li> </ul>
<b>Resilience (leading through change)</b>	<b>Level 2</b>
<p>Acknowledges when change is needed and enables the process of change and transition while helping others deal with the effects of change. Demonstrates flexibility in responding to changes and ambiguity in their role and direct work environment.</p>	<ul style="list-style-type: none"> <li>• Demonstrates flexibility in responding to challenges, proactively seeking assistance as required.</li> <li>• Adopts best practices to lead their team through change.</li> <li>• Understands that change is constant and treats it as a growth opportunity.</li> <li>• Actively advocates for change when appropriate and encourages change adoption among team members.</li> <li>• Recognises and responds to different emotional reactions to change from team members.</li> <li>• Clearly communicates how the change will affect current team or specific practices.</li> <li>• Listens and responds to feedback regarding change and discusses with senior leaders.</li> <li>• Readily adapts to change and encourages change adoption among others.</li> <li>• Maintains professionalism in difficult situations and unforeseen changes, supporting others in adjusting to change.</li> </ul>
<b>HSSE – Terminal</b>	<b>Level 2</b>
<p>Executes and monitors terminal operational activities to ensure compliance with all NZOSL HSSE procedures,</p>	<ul style="list-style-type: none"> <li>• Contributes to the development and implementation of effective risk management controls and contingencies.</li> <li>• Applies risk assessments in an effective and timely manner to manage risk in the terminal.</li> <li>• Works with the Terminal Manager to identify and manage</li> </ul>

legislative and industry requirements.	<p>major incident hazard (MIH) controls at the facility and implements effective risk management</p> <ul style="list-style-type: none"> <li>• barriers and controls.</li> <li>• Demonstrates effective safety leadership and commitment to NZOSL's safety culture.</li> <li>• Ensures all terminal operations comply with HSSE, quality standards and legislative requirements.</li> <li>• Contributes to the effective monitoring and reporting and statistical data, sharing lessons learned and other applicable reports within the terminal.</li> <li>• Ensures incident reporting is undertaken in an effective and timely manner and escalation procedures are understood and followed.</li> <li>• Contributes to incident investigations, following standard investigation processes and methodology.</li> <li>• Has a clear understanding of the operational limits of all equipment used in terminal operations.</li> </ul>
<b>Terminal Operations</b>	<b>Level 2</b>
Executes and monitors terminal operational activities to ensure compliance and the achievement of business objectives.	<ul style="list-style-type: none"> <li>• Execute and monitor all aspects of day-to-day terminal operation, activity, work planning asset management and maintenance procedures, within specified performance standards as directed.</li> <li>• Monitor and report to Terminal Manager on terminal operation performance and executing agreed actions and directives.</li> <li>• Assist the Terminal Manager with ongoing development and review of terminal operating practices to improve efficiency, effectiveness, and safety.</li> <li>• Monitor systems performance.</li> </ul>