

POSITION DESCRIPTION

POSITION TITLE: Offshore Operations Manager	ORIGINAL DATE OF ISSUE: 12 Oct 2021
TITLE OF SUPERVISOR: Senior Projects Manager	INCUMBENT NAME: Click or tap here to enter text.
COMPANY: SPS UK Ltd	LOCATION: Great Yarmouth, Norfolk, UK
REV. DATE: 30 Nov 2023	REV: 1

TO BE COMPLETED BY HR:
JOB FAMILY/LEVEL/GRADE: MOP-D-14
DATE: 30 th November 2023
ANALYST: Christine Edens

POSITION SUMMARY: *Concisely state the purpose and overall function of the position*

This role will direct all offshore field activities inclusive of recruiting, coordination of training & certifications, career progression, scheduling / logistics of personnel and equipment, etc. for the field staff. Coordination with Project Management (PM) and Business Development (BD) is essential for tactical decisions but a holistically view on longer term workforce requirements is also required. Strong emotional quotient and the ability to gain the trust of the field staff and clients is critical (balancing needs). Management of the Field Service Excellence program for AUT is also a significant part of this role.

DUTIES, RESPONSIBILITIES AND CONTACTS: *Describe the major tasks / responsibilities of the role. Specify the total amount of time spent annually on each task / responsibility and the main contacts associated with carrying out the role. (HINT: 30 minutes a day is 7%; 1 hr a day is 14%; 1 hr per week is 3%; half-a-day each week is 10%; half a day each month is 4%, 1 week a year is 2%.)*

DUTIES	TIME %	CONTACTS
<p>Scheduling / Logistics</p> <ul style="list-style-type: none"> Manage the scheduling activities relating to the Offshore Group field personnel through a 30/60/90-day window using the SPS Offshore Operations Team. Ensuring workforce & equipment coverage for all projects, identifying potential risks, and implementing action plans to prevent shortfalls/missed revenue – tactical responsibility Directly liaise with the SPS Offshore Operations Team to ensure that there is an up to date and clear understanding of project workforce requirements –quantity, skills required, mobilization dates, crew change dates, demobilization dates - ensuring that all 	35%	<ul style="list-style-type: none"> SPS Offshore Operations Team PM Team BD Team Payroll Finance HR Client Representatives

DUTIES	TIME %	CONTACTS
<p>requirements and crew rotations are managed in a safe and efficient manner</p> <ul style="list-style-type: none"> Responsible for utilising the SPS Offshore Operations Team or external sources as applicable to ship equipment around the world as per client and customs requirements. 		
<p>Personnel Deployment</p> <ul style="list-style-type: none"> Manage the day-to day operations of SPS Offshore insuring sufficient personnel are deployed to the projects in accordance with and meeting the demands of the PM Teams and their clients – highlighting potential manpower shortages or constraints. Work closely with BD and PM teams to identify future requirements through a 90/180/360 look ahead and beyond. Formulate plans to tackle any over / under staffing in conjunction with HR. Strategic responsibility Respond to any emergency issues as appropriate 	15%	<ul style="list-style-type: none"> SPS Offshore Operations Team PM Team BD Team Payroll HR Client Representatives
<p>Training and Competence</p> <ul style="list-style-type: none"> Management ,development and direction of the SPS Offshore Operations team in the maintenance of field personnel records in line with GDPR for payroll/bidding/scheduling etc.; Advise SPS Offshore Ops Team and PM Team of project specific certification requirements and visa requirements etc. Coordination of medicals, vaccinations and visa requirements for travel / boarding requirements Responsible for maintaining a “tracking matrix”, which will identify training needs and growth opportunities for field personnel in line with the SPS AUT Operator Training Programme 	15%	<ul style="list-style-type: none"> SPS Offshore Operations Team PM Team BD Team HR HSE Client Representatives Training providers Occupational health providers
<p>Equipment</p> <ul style="list-style-type: none"> Responsible for the scheduling of AUT and RTR, including liaising with the Onshore Manager and applicable US personnel to ensure adequate equipment numbers are available for all projects and to ensure the BD Team have the latest information available. 	15%	<ul style="list-style-type: none"> SPS Offshore Operations Team FSE Team Projects and BD Team Client Representatives

DUTIES	TIME %	CONTACTS
<p>Responsible for the management and implementation of the AUT Field Service Excellence (FSE) Program, including:</p> <ul style="list-style-type: none"> • Liaising with the relevant personnel of the SPS Offshore Operations Team to ensure all equipment is maintained and serviced as per the AUT Manual • Ensuring all equipment is sent out to the field in appropriate packing / containers • Chairing monthly FSE meetings to discuss issues from the field and to develop improvements through this forum 		
<p>Finance</p> <ul style="list-style-type: none"> • PO and expense approval • Invoicing, reporting and forecasting • Participates in P&L reviews • Responsible for GY AUT cost optimisation • Approval of timesheets, additional payments, deductions and any other tasks required to ensure correct payments are made to field personnel 	10%	<ul style="list-style-type: none"> • Finance • Payroll • HR • Project Team
<p>Management Supervision</p> <ul style="list-style-type: none"> • Provide management, leadership & effective communication to the direct line reports to ensure the teams overall effectiveness and success. • Provide coaching and mentoring to develop line reports performance. This is delivered through informal regular 1-2-1's and the formal interim and annual performance review and objective setting process. • Ensure the team can deliver bids and proposal's to required deadlines, ensuring that resources meet requirements • Perform line management responsibilities as dictated by the needs of the business including; disciplinary, grievance, absence management, general queries & issues 	5%	<ul style="list-style-type: none"> • Line manager and line reports • HR & Payroll • Peers • Project Team
<p>Quality, Health, Safety & Environmental</p>	5%	<ul style="list-style-type: none"> • Line Manager • QHSE Department

DUTIES	TIME %	CONTACTS
<ul style="list-style-type: none"> Lead the WHSE safety programs relating to operations Be aware of your responsibilities under the various SPS policies Take reasonable care for the safety of yourself and anyone else who maybe affected by your acts or omission in the course of your work Demonstrate role model QHSE behavior through personal example 		<ul style="list-style-type: none"> Colleagues and line reports
<p>Any Other Duties</p> <ul style="list-style-type: none"> Play an active role within the SPS management team to continually develop and improve the quality of service to clients, actively contributing to bids / tenders where required Seek out opportunities to continuously improve internal processes and procedures Ensure that tasks completed are compliant with legal requirements and in line with policies You will be expected to carry out any other duties that may be reasonably required in line with your main duties and that are commensurate with the grade 	-	

KNOWLEDGE AND SKILLS:

A. SPECIAL SKILLS REQUIRED:

- Very strong emotional quotient (EQ), Leadership, communication skills (both verbal and written), and Project Management are the top three skillsets required. However, the ability to be relatable to field staff, extensive knowledge of industry, technical expertise; strategic and analytical thinker, planning, and financial control skills, are also required

B. EDUCATION AND EXPERIENCE

Education: Check the minimum level of education required to perform the work of this position at a normally acceptable level of performance.

Experience: How much previous experience is required to perform this job at an acceptable level of performance?

<input type="checkbox"/> Less than high school <input type="checkbox"/> High school <input checked="" type="checkbox"/> Community College <input checked="" type="checkbox"/> Bachelor's degree (Specify) – Scientific / Engineering <input type="checkbox"/> Advance degree <input type="checkbox"/> Special Certification	<input type="checkbox"/> 6 months – 1 Year <input type="checkbox"/> 1 to 2 years <input type="checkbox"/> 3 to 5 years <input checked="" type="checkbox"/> 6 to 9 years <input checked="" type="checkbox"/> 10 to 19 years <input type="checkbox"/> 20 plus years
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COMPLEXITY & JUDGEMENT:

This section describes the type and frequency of job-related problems that are dealt with by the position, and how the problems are analyzed and solved.

- A. **TYPES OF PROBLEMS:** *Provide examples of typical problems that the role is required to resolve and how frequently these occur.*
- Develop acceptable compromise solutions to resolve issues and recommend a path forward (internal vs. external clients)
 - Provide project strategies to staff and execute multi-million-dollar projects.
 - Cost control management
 - Scheduling conflicts
 - Assist in resolving customer concerns
- B. **COMPLEXITY:** *Provide examples of tasks performed by the position that you consider complex and non-routine.*
- Multiple changes on multiple projects simultaneously all (multi-continent/country)
 - Continual change with priorities – ability to quickly prioritize, develop solutions, and implement action plans
 - Typical issues with management of very demanding personnel
 - Create an effective field technician program with circa 100 technicians working on multiple projects worldwide
- C. **DECISIONS & RECOMMENDATIONS:** *Provide examples of the types of decision and recommendations required to be made.*
- Deal at senior level with key customers, industry leaders and government representatives (visas, immigration, customs, etc)
 - Evaluate and respond to unique customer requests (often ad-hoc or lacking lead-time/notice)
 - Hiring, promoting and termination of personnel
 - Training platform and module updates
 - Proactively monitor wage fluctuation against market conditions

ACCOUNTABILITY: *This section provides information on responsibility for results*

- A. **SUPERVISION RECEIVED:** *How frequently is work checked / reviewed, and what is the form of this check / review?*

- Daily – Routine communication
- Weekly – Project update meeting. Schedule review with SPS Operations Team
- Monthly – Review long term personnel and equipment utilisation
- Annual & Interim Performance Reviews

B. AUTHORITY:

i. What types of problems are referred to the supervisor?

- Serious Safety Issues
- Valuation/negotiation/strategic direction
- Difficulties with team relationships and communications
- Conflicts in schedule and priorities
- Unusual pricing/cost decisions
- Major field problems or customer complaints

ii. Provide examples of the extent to which the role is reliant on documented procedures

- Standard valuation and analysis methods and models exist but business valuation and commercial contract issues are unique on a case-by-case basis.
- Departmental policy and procedures in developmental stage i.e., pricing, terms and conditions, quality assurance program
- FSE Manuals

iii. What authority does the role have:

- Authorising Purchases – As per SPS Policy
- Personnel (hiring, discipline, promotions, salary recommendations) – Refer to HR before finalizing
- Signing contracts – Refer to VP EH

C. IMPACT OF ERRORS:

To what extent are decisions / actions reversible in the event of error? Or what are the consequences for the company and / or colleagues if an error is made?

- Loss of business, loss of profit, loss of credibility, impact on bottom line.
- QHSE near miss / incidents – damage to people, property, equipment or the environment

D. MAGNITUDE OF JOB:

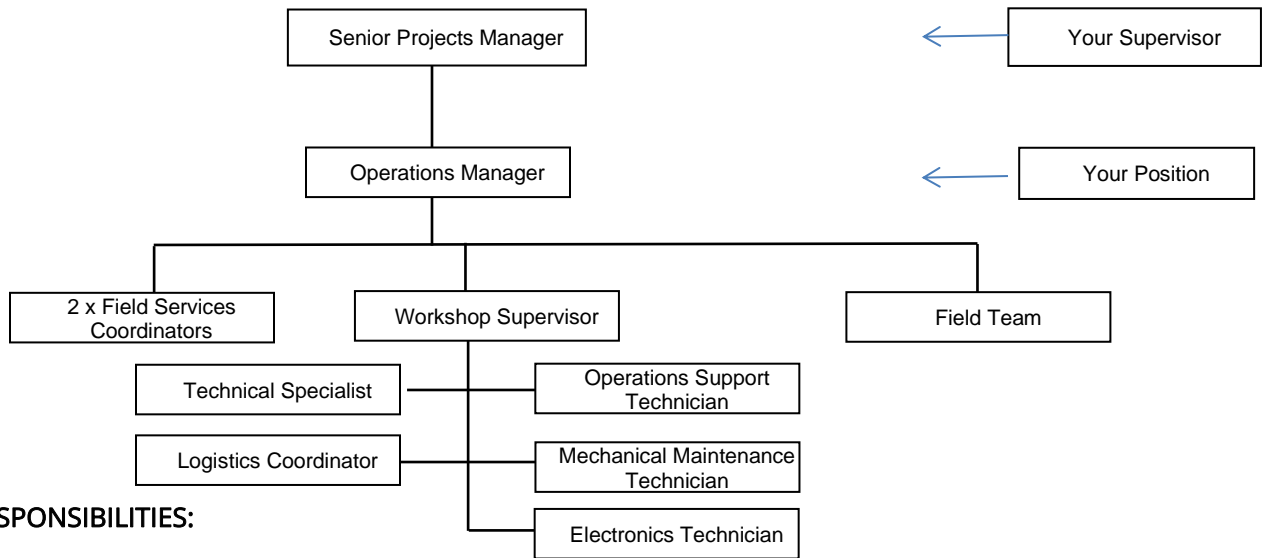
Provide quantitative data and or qualitative measures that relate to your position. Use production volume, monetary figures, effect on sales and assets etc

- The region has anticipated revenues in excess of \$50.0 million over the next three years.

WORKING CONDITIONS: *Describe any manual effort, visual / mental stress, or unpleasant work conditions*

- Predominately working in an office environment

ORGANIZATION



SUPERVISORY RESPONSIBILITIES:

Number supervised *Directly*:

3

Number Supervised *Indirectly* through Subordinate Supervisors: Up to 100

Signature of Job Holder:		Date Signed:	
Signature of Line Manager:		Date Signed:	