**Day in the Life…..**

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**Charlie-Ann Rutland,**

**Graduate Management**

**Trainee, Killingholme**

Joined C. Ro Ports: 2021

Age at start: 29

Title: Graduate Management Trainee

**Tell us about yourself, what do you do?**

*My name is Charlie Rutland. I am in the 1st year of a 2.5 year, CMI L5 Diploma in Operations/ Departmental Management, at C.Ro Ports, training with RHG Consulting Ltd.*

*I began my initial 6 months of training, assisting the Management of the operations within the Vehicle Enhancement Centre. Overseeing the daily operations within the Pre Delivery Inspections for high-end clients. I would undertake daily meetings with customers to discuss volumes and contracts, secure new customer contracts and create Standard Operating Procedures to mirror the sister port in Purfleet.*

*At present, I assist the Management, of daily operations of the Car Department. Overseeing the discharge and back loading of vehicles. I also monitor the stock vehicles located within our compounded areas. Additionally I engage in monthly audits, ensuring consistency throughout all the standard operating procedures currently in place. By monitoring the volumes of vehicles on the daily manifest, I am able to implement labour accordingly for the following days responsibilities. Daily I communicate with a range of customers and employees, to gain a true reflection of the role from a managerial perspective. I will undertake a variety of different projects whilst initiating routine spot checks, to ensure consistency is present at all times, within the daily operations, implementing improvements where necessary.*