

## APPENDIX 3 FERRY MANAGER JOB DESCRIPTION AND PERSON SPECIFICATION



### TAMAR CROSSINGS

### JOB DESCRIPTION

<b>JOB TITLE:</b>	Ferry Manager
<b>GRADE:</b>	L
<b>HOURS:</b>	37 per week
<b>RESPONSIBLE TO:</b>	General Manager
<b>RESPONSIBLE FOR:</b>	Assistant Operations Manager 1 (Rota and Current Ops) Assistant Operations Manager 2 (Training and Plans)

#### Job purpose:

- To ensure the crossings strategic development and service resilience meets or exceeds Business Plan objectives and the reasonable expectations of all user groups
- To provide a safe, reliable, and efficient crossing ensuring service delivery in line with health and safety and maritime legislation and any risk is mitigated through sound financial management, staff competency and stakeholder management
- To optimise service delivery through appropriate use of resources and staffing.
- The promotion of positive organisational profile engaging with the public, stakeholders, the parent authorities, and local councillors.

#### Duties and responsibilities

1. Strategic management of ferry operations to optimise service performance and ensure stakeholder developments are compatible with Business Plan objectives.
2. Manage and evaluate capacity pressures and implement long-term improvements through innovation and efficient practice to reduce journey time.
3. Ensure safe operation in line with health and safety, environmental and legislative requirements.
4. Effective and consistent management of operational staff in line with organisational policies and procedures.
5. Monitor operational standards and KPIs and contribute to the setting and achievement of organisational objectives.
6. Management of delegated budgets in accordance with Joint Committee Policy and financial regulations. Procurement and management of contracts for goods and services.
7. Negotiate ferry availability with the Ferry Engineering Manager to ensure service delivery and resilience.

8. Deal with complaints and queries raised by the public in respect of the Ferry service in accordance with organisational policies.
9. Maintain and develop effective liaison between colleagues, external bodies, other professionals, Councillors, and members of the public.
10. Manage competency of operational staff, monitoring performance, employment legislative compliance and training.
11. Development, implementation, and evaluation of initiatives to deliver organisational change programmes which support a forward-looking organisation.
12. Effective media management and communication, dealing with complaints and freedom of information requests.
13. Deputise for the General Manager as required.
14. Undertake other duties deemed appropriate to the grade of the post which may be required from time to time.

**TAMAR CROSSINGS**  
**PERSON SPECIFICATION**

**Job title:** Ferry Manager

REQUIREMENTS	ESSENTIAL	DESIRABLE	HOW EVIDENCED
QUALIFICATIONS	<p>Degree level qualification in Transport and Logistics /Business Management</p> <p>Associate level of relevant professional membership e.g. Chartered Member of Institute of Logistics and Transportation (MCILT), ILM</p> <p>Higher level management qualification e.g. OMS</p>	<p>Health and Safety qualification e.g. NEBOSH General or equivalent</p> <p>Health &amp; Safety qualifications - including:</p> <p>IOSH Managing Safely</p> <p>First Aid at Work</p> <p>Driving licence</p>	Application and proof of certificates
EXPERIENCE	<p>Substantial experience of</p> <ul style="list-style-type: none"> <li>• Working in a similar environment for example: transport, logistics</li> <li>• Setting employee objectives to drive through change and ensure continued organisational development</li> <li>• Financial management to forecast, plan and manage substantial budgets</li> <li>• Monitoring of business KPIs and setting of new KPIs to improve service delivery</li> <li>• Procurement of goods and services</li> <li>• Change management</li> <li>• Experience of customer focused service delivery</li> <li>• People management including performance management, appraisals dispute resolution, workforce planning.</li> <li>• Project management</li> </ul>	<p>Operational management experience of a ferry service or in a similar environment</p> <p>Public speaking and media management</p>	Application and interview
KNOWLEDGE AND SKILLS	<ul style="list-style-type: none"> <li>• Comprehensive understanding of health and safety issues and management techniques</li> </ul>		

	<ul style="list-style-type: none"> <li>• Excellent interpersonal skills</li> <li>• High standard of communication skills (written and verbal)</li> <li>• Demonstrate highly developed and effective leadership and team building skills.</li> <li>• Excellent IT Skills</li> <li>• Organisational skills to manage multiple projects, deadlines and to prioritise workload.</li> <li>• Flexible approach to meet the challenges of changing work demands and pressures.</li> <li>• Ability to analyse /interpret and present complex information/data to a range of audiences</li> </ul>		
PHYSICAL REQUIREMENTS	The post holder might occasionally climb steep and narrow stairs and access low and confined spaces		Pre employment health assessment
OTHER	The post holder may be required to work some unsocial hours for example should there be an incident outside of normal working hours or to represent the organisation. The post holder will be subject to Tamar Crossings random drugs and alcohol testinQ.		Application and interview

Last updated February 2022