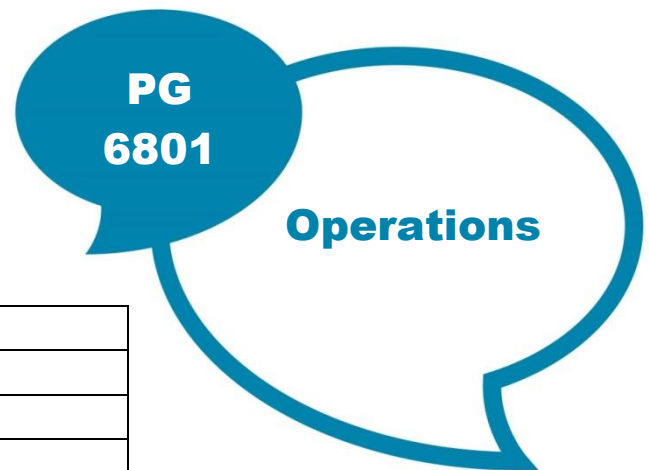


Post Specification



Date	August 2018
Post Title	Ferry Captain
Job Family Role Profile	OP10
Final Grade	Grade 10

To be read in conjunction with the job family role profile

Service Area description
To operate the Windermere Ferry to provide a gold standard customer service experience. The Ferry is operated as part of the Highways Operations Service being effectively public highway.
Purpose of this post
To supervise a team operating the Ferry service on Windermere to provide gold standard customer service. To be responsible for the operation of the Ferry, the safe working and use of the Ferry by the team and members of the public ensuring that tolls are collected and fare evasion is avoided. To ensure the Ferry is operated in accordance with Maritime and Coastguard Agency procedures for chain ferries and the County Council Ferry Operating Procedures ensuring due regard to other craft using the lake. To be responsible for the Health and Safety of the workforce and all passengers complying with the procedures and being well versed in emergency procedures including people counts on every crossing.
Key job specific accountabilities
<ol style="list-style-type: none"> 1. Planning and organising the work of the team in accordance with the Ferry operating procedures, safety procedures and Maritime and Coastguard Agency requirements. 2. Overall responsibility for health and safety of the crew (team), members of the public travelling and other craft passing across the route of the ferry. 3. Operating VHS radio facility to effectively communicate with other vessels and emergency services. 4. Maintaining and submitting relevant records as defined by Cumbria County Council procedures including people counts on every crossing. 5. Responsible for implementing human resources procedures, including discipline, performance management and appraisals. 6. Compiling and delivering reports and information on work related issues and work programs. 7. Carry out appropriate risk assessments and auditing the work to ensure compliance with health and safety procedures. 8. Deal with enquires and complaints in accordance with established protocol and produce letters and reports as required. 9. Liaise with stakeholders and other parties both external and internal to the council. 10. To manage the collection of tolls including the cashing up at the end of shift and minimising fare evasion. 11. To be well versed in managing a team dealing with man-overboard procedures and

- emergency evacuation including fire prevention and fire-fighting procedures.
12. To deliver a high quality customer service dealing with issues promptly and ensuring the team assist customers to enjoy the Ferry experience.
 13. To carry out other duties as required when the Ferry is not operating such as:
 - a. Supporting the Highway Stewards in overseeing and directing highway teams.
 14. Be willing to take part in the winter maintenance function or other out of hours functions.
 15. Assist in other duties which may reasonably be expected within the role.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	<ul style="list-style-type: none"> • Dealing with the daily takings, arranging collection by approved courier and keeping records
Staff Management Responsibilities	<ul style="list-style-type: none"> • Supervision of up to 15 members of staff
Other	<ul style="list-style-type: none"> • Responsible for the safe use of plant, materials, small plant and tools.

Essential Criteria - Qualifications, knowledge, experience and expertise

- HND/HNC in Civil Engineering or equivalent or 5 years experience in a highway maintenance field or 5 years experience working on a passenger ferry/vessel as principal officer in charge.
- Health & Safety procedures, risk assessments and managing risk.
- Knowledge of man-overboard techniques and sailing/boat knowledge.
- Management of physical resources including plant and vehicles.
- Understanding of political processes in a County Council setting.
- Managing a small team.
- Dealing with cash and basic income records.
- Can demonstrate expertise in own relevant professional field.
- Managing a range of physical, financial and human resources to deliver a prescribed service.
- Proven experience in managing operational staff to deliver high performance.
- Experience in providing formal responses to service requests and attending site meetings.
- Extensive experience in ensuring compliance with health and safety regulations.
- Experience of effective communications with stakeholders.
- Extensive experience in determining the necessary resources required to complete a work programme.
- Dealing with Members of the Public.
- Providing a “Gold” standard customer service.
- Ability to draft reports and letters.
- Ability to manage and monitor budgets and programmes of work.
- Ability to work to deadlines and prioritise workloads.
- Ability to liaise effectively with people and bodies internal and external to the Council.
- Ability to manage to performance in the appropriate way.
- Ability to manage a high level of detailed paperwork associated with the operation of the teams.
- A flexible approach to work.
- Computer literate and ability to work with computer systems and Microsoft Office suite of programs.
- Ability to work flexible shift patterns.

Disclosure and Barring Service – DBS Checks

- This post does not require a DBS check.

Job working circumstances

Emotional Demands	<ul style="list-style-type: none"> • The post holder is exposed to minimal emotional demands.
Physical Demands	<ul style="list-style-type: none"> • The post holder will be exposed to modest applied physical effort.
Working Conditions	<ul style="list-style-type: none"> • Working will have moderate exposure to all weathers. You will be required to wear PPE. Moderate exposure to waste, dirt, traffic, dust etc. Moderate exposure to challenging behaviour.

Other Factors

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