

Job Description:   
 Head of Marine Operations

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| Function: | | | | Marine Operations | | | | | | | | |
| Job: | | | | Head of Marine Operations | | | | | | | | |
| Position: | | | | Head of Marine Operations | | | | | | | | |
| Job holder: | | | |  | | | | | | | | |
| Date (in job since): | | | |  | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | Venue Director Richard Emslie | | | | | | | | |
| Additional reporting line to: | | | |  | | | | | | | | |
| Position location: | | | | Bateaux London & Windsor | | | | | | | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| * Undertake the role of ‘Designated Person’ as described in the Safety Management Code for Domestic Passenger Ships * Ensure compliance with all statutory and regulatory maritime requirements for fleet vessels, barges, moorings and offices including but not limited to; compliance with the Domestic Safety Management (DSM) Code and Bateaux London Safety Management System, the Code of Practice for the Tidal Thames and the Inland Waters Passenger Ship Code * Act as a point of contact for all applicable regulatory bodies in relation to the Bateaux operations including but not limited to the MCA and PLA * Ensure all paperwork and its version control is maintained at all times * Effectively manage the Captains and Crew of Bateaux operations including minimum safe manning and hours of work and rest legislation are adhered to at all times * Manage Marine Budget to include but not exhaustive of Labour costs both fixed, variable and overtime, vessel fuelling, waste removal, PPM, repairs and upkeep of vessels and Pier & Barges, insurance * Implement and monitor the effectiveness of the Bateaux London Safety Management System and ensure all Crew are fully conversant with all manuals, plans and procedures * Ensure Bateaux London operations are managed in accordance with Sodexo and Bateaux London Policies & Procedures * Ensure any non-conformities, deficiencies, defects, accidents, near miss or incidents are correctly reported and actioned in a timely manner * Ensure all vessels are fully maintained in accordance with all statutory and manufacturer requirements and are safe and fit to sail at all times * Ensure vessels and pier are checked prior to use in, in terms of external aesthetics/cleanliness, bulb checks and functioning FOH facilities such as toilets, heating etc * Ensure the fully compliant delivery and performance of contracted services as measured through performance management systems and monthly management information reports * To control, be accountable for, and authorise all marine related costs, relating to crew labour, parts, maintenance, repairs, bunkering and PPM, covering all marine related operating expenses within the agreed Marine budget. Administered by the Bateaux finance manager and his team and reviewed monthly with the Venue Director. | | | | | | | | | | | | |
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| 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department. | | | | | | | | | | | | |
| Revenue FY13: | €tbc | | EBIT growth: | | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc | |
| EBIT margin: | | tbc |
| Net income growth: | | tbc | Outsourcing growth rate: | n/a | HR in Region | tbc | |
| Cash conversion: | | tbc |
| Characteristics | | * Add point | | | | | | | | | | |

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| 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. |
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| **4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * Act as fleet Designated Person (DP) * Provide Emergency Response Services to the fleet * Ensure that all statutory compliance certificates and any other legal or regulatory requirements for each of the vessels, barges, mooring, offices and any other marine assets in the ownership or control of the Company are valid and in place at all times * Ensure the marine Safety Management System for the operation is updated as and when required and the Bateaux London operation remains compliant with all legal requirements at all times. * Ensure the vessels are maintained in first-class condition, with regular scrub downs inc. Glazing, operationally ready at all times, and comply with all relevant rules and regulations as required * Ensure that all captains and crew are duly certified and trained for their position and have received the applicable familiarisation training as per the Crew Certification & Training Matrix |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| **CREWING**   * Prepare timely and cost effective rotas for the crew based on business needs and regulatory requirements * Provide support and guidance to the Crewing & Certification Administrator to ensure all crew are properly certified and trained for their position and have received sufficient familiarisation training to carry out their job in a safe and regulated manner * Ensure the correct PPE, uniform standard and appearance, especially when boarding guests * Maintain and update the Crew Certification & Training matrix * Line management crew, the head of engineering and the marine administration manager * Ensure compliance with time and attendance of the captains and crew, in compliance with the ILO Hours of Work and Rest requirements * Manage captains and crew holidays around the needs of the business * Assist with the recruitment and selection for new captains and crew as required in line with Sodexo policy and procedure * Proactively manage captains and crew absence, including sickness, ensuring that rotas are covered and any absence recorded in line with Sodexo Policy & Procedure * Deliver the induction, training and development of new hires and employees in line with company policies/procedures and legislative requirements * Provide FOH team and sales team ease of access to vessels as required to perform their duties in line with the planned show-rounds, events & public cruise business * Carry out other reasonable crewing tasks as requested by the Venue Director.   **PEOPLE MANAGEMENT**   * Recruit, induct, motivate, manage, train and develop all employees following Sodexo HR policy and guidelines * Manage employees using the Sodexo performance review processes, talent development and succession planning * Build personal effectiveness in all situations * Carry out operational shifts and support other areas of the business as required. * Develop the team resilience through succession planning, training and apprenticeships   **VESSEL MAINTENANCE**   * In conjunction with the Fleet Engineer, ensure the vessels are maintained in first-class condition, operationally ready at all times, and comply with all relevant rules and regulations as required * Ensure the planned maintenance routines are carried out and all planned and unplanned maintenance is recorded and documented * Ensure any defects or deficiencies are reported and addressed in a timely manner * Ensure the Fleet Engineer maintains the vessels on budget and in compliance with the Sodexo purchasing procedure   **HEALTH, SAFETY & HYGIENE**   * Comply with all company policies, procedures and statutory regulations, including Human Resources, Health & Safety, Safe Working Practices, Hygiene, Cleanliness, Fire, COSHH and all applicable marine requirements. * Complete all necessary Health & Safety training as required * Ensure a Risk Management System is implemented, including the use of risk assessments, permits to work and safe operating procedures * Responsible for Competent Crew Management including Training, Inductions, Vessel Familiarisation, Toolbox Talks, Drills and Safeguarding against Environmental Hazards * Ensure all equipment used is in safe working order, checked regularly and serviced. Report and faults, ensuring that they are rectified and that the equipment is not used until safe * Ensure that all reasonable care has been taken to preserve the health and safety of crew and passengers * Ensure that daily, weekly and monthly safety checks and servicing has been carried out, and any deficiencies reported and addressed * Ensure that all safety and navigation systems are in place and ready to implement in case of emergency.   **DESIGNATED PERSON**   * Provide a link between the Company and those on board, with direct access to the highest level of management. * Ensure the safe operation of each vessel, * Monitor the safety and pollution-prevention aspects of the operation of the vessel * Ensuring that adequate resources and shore-based support are applied * Provide emergency response support to the fleet in case of an emergency situation   **COMPLIANCE & REPORTING**   * Liaise with the MCA, PLA and/or any other relevant body in relation to Bateaux operations including the organisation of surveys, audits and inspections * Ensure annual self-assessments, internal and external audits, surveys and senior management reviews are conducted and submitted to the applicable authorities * Ensure compliance with all statutory and regulatory maritime requirements for fleet vessels, barges, moorings and offices including but not limited to; compliance with the Domestic Safety Management (DSM) Code and Bateaux London Safety Management System, the Code of Practice for the Tidal Thames and the Inland Waters Passenger Ship Code * Ensure the Safety Management System is up to date and compliant at all times * Ensure accidents, incidents, near misses and hazardous occurrences are reported correctly and are closed out as per the DSM procedure * Ensure all PLA Notices to Mariners are downloaded and distributed throughout the fleet   **INNOVATION AND CHANGE**   * Continuous professional development in industry/specialism * Continuously monitor legislation and regulations with the objective of applying any necessary changes * Continuously seek ways to enhance quality through innovation and cost efficiency by monitoring performance against existing standards.   **BRAND NOTORIETY**   * Promote Sodexo as the preferred employer, internally and externally, adhering to the Sodexo recruitment policies and raise the profile of Sodexo in local communities, building relationships with key stakeholders * Promote the health and well-being of employees * Live the Sodexo values and promote brand standards as an ambassador * Drive all aspects of service excellence across the business area including brand integrity, quality, compliance, Sodexo’s corporate social responsibility and service standards. |
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| 6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * Health, Safety & Environmental Protection including Safety of Life at Sea * Training * Safe Operation of Vessels * Supporting the Venue Director, sales and operations team in all aspects of the daily Bateaux operations in London and Windsor |

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * A thorough understanding of the DSM Code, Inland Waters Passenger Ship Code, Code of Practice for the Tidal Thames and other applicable marine legislation in relation to vessels sailing on domestic voyages * Sound knowledge and experience in the marine industry with extensive previous sea experience, with experience on the River Thames in London. Preference given to holders of a Boat Master’s Licence for Category A-D waters * General knowledge of vessel bridge, engineering and hospitality operations * Good knowledge of maritime regulations and marine industry standards as well as HSEQ practices * Self-motivated with the ability to manage their own time * Good time management skills with the ability to prioritise tasks * Demonstrates sound teamwork, strong interpersonal skills and confident and effective communications skills with the ability to respond positively to customers and external parties in an efficient and effective manner * Competent with computer based marine management systems * High degree of computer literacy, specifically with MS Word, Excel and Adobe * High degree of written and spoken English. |

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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| |  |  | | --- | --- | | * Growth, Client & Customer Satisfaction / Quality of Services provided | * Leadership & People Management | | * Rigorous management of results | * Innovation and Change | | * Brand Notoriety | * Business Consulting | | * Commercial Awareness | * HR Service Delivery | | * Employee Engagement |  | | * Learning & Development |  | |

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| 9. Management Approval – To be completed by document owner |
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