

Job Description:
Deputy Head of Marine Operations

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| Function: |  |
| Job:  | Deputy Head of Marine Operations |
| Position:  |  |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): |  |
| Additional reporting line to: |  |
| Position location: |  |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * ) Act as alternative Designated Person Ashore (DPA
* Understudy the Head of Marine Operations, in managing the captains and crew of Bateaux London and Windsor
* Have oversight of vessel, barge and mooring maintenance
* Ensure compliance with all marine legal requirements for the vessels, barges, mooring and offices including compliance with the Domestic Safety Management (DSM) Code and Bateaux Safety Management System
* Ensure compliance with marine regulatory bodies such as, but not limited to the MCA and PLA
* Responsible for Health, Safety and Hygiene whilst on company property
* Ensure that statutory requirements and company policies and procedures are followed and deadlines are met
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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 a point of contact for the regulatory bodies in relation to the operations in London and Windsor
* Act as alternative Designated Person Ashore (DPA) as and when required.
* Ensure all boats are fully maintained in accordance with all statutory and manufacturer requirements and are safe and fit to sail at all times
* 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 that all captains and crew maintain their BML and have attended/refreshed statutory training requirement as necessary
* Ensure full compliant delivery and performance of contracted services as measured through performance management systems and monthly management information reports
* Ensure the safety management system for the operation is updated as and when required and the operation remains compliant with all legal requirements including but not limited to the DSM Code.
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * **Crewing**
* Work as a captain on board company vessels when necessary.
* Prepare timely and cost effective rotas for the crew based on business needs and regulatory requirements.
* Ensure compliance with time and attendance of the captains and crew, in compliance with 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.
* Carry out other reasonable tasks as directed by the Head of Marine Operations
* **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.
* Role model the focus on five behaviours to improve engagement, enhance performance and retain Investors in People accreditation
* Manage labour in line with productivity models, policies and procedures
* Build personal effectiveness in all situations
* Carry out operational shifts and support other areas of the business as required
* **Vessel Maintenance**
* General servicing of company vessels and barges
* Fault diagnosis of engines and associated systems
* Mechanical repair/replacement
* Ensure that all work is logged as per company standards
* Ensure the effective implementation and maintenance of a cataloguing system for parts
* Prepare reports as required in an accurate and timely manner
* Assist in major rebuilding work during out of water inspections
* Provide daily supervision to Marine Engineers as necessary
* **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.
* 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 crew, including yourself, are up to date with required statutory marine training
* Complete Health & Safety training as required
* Ensure that all reasonable care has been taken to preserve the health and safety of crew and passengers
* Ensure that daily safety checks have been carried out, and all necessary corrections made
* Ensure the reporting of all vessel faults immediately
* Ensure that all safety and navigation controls are in place and ready to implement in case of emergency
* **Designated Person Ashore**
* Ensure the safe operation of each vessel,
* Monitor the safety and pollution-prevention aspects of the operation of the vessel and ensuring that adequate resources and shore-based support are applied,
* Provide a link between the Company and those on board, with direct access to the highest level of management.
* **Statutory adherence to marine requirements**
* Engage with the MCA, PLA and/or any other relevant body in relation to the Bateaux operation
* Ensure continual compliance with all marine laws and regulations application to the operation including, but not limited to the DSM Code, Competent Crew training requirements and ensuring the safety management system is up to date and compliant at all times
* **Innovation and Change**
* Continuous professional development in industry/specialism
* 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
* Training
* Maintenance of Vessels
* Supporting the Head of Marine Operations and operations team in all aspects of the daily 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 |
| * Experience of working successfully with accrediting and regulatory bodies and implementing associated programmes.
* Sound knowledge and experience in the marine industry with extensive previous sea experience on the River Thames in London
* Holder of a Boat Master Licence, Tier 1, Level 2, for Category A-D waters including Local Knowledge Endorsements from Putney Bridge to Margaret Ness and Large Passenger Vessel Endorsement.
* Ability to understand and extract relevant information from charter parties. Good knowledge of maritime regulations and marine industry standards as well as HSEQ practices.
* Knowledge of the regulatory bodies requirements for safe and legal operations
* 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.
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Leadership & People Management
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| * Rigorous management of results
 | * Innovation and Change
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| * Brand Notoriety
 | * Business Consulting
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| * Commercial Awareness
 | * HR Service Delivery
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| * Employee Engagement
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| * Learning & Development
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| 9. Management Approval – To be completed by document owner |
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| Version |  | Date |  |
| Document Owner |  |

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