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| **Job Title:** | **Assistant Harbour Master**  |
| **Reports to:** | **Harbour Master/CEO** |
| **Salary:** | **Circa £35,000 per annum** |
| **Working hours:** | **37.5 hours per week** |
| **Location:** | **Dart Harbour**  |
| **Main Purpose of Job:**To support the Harbour Master as a member of the senior management team in leading the safe and compliant operation of Dart Harbour. This will include deputising for the HM where necessary, as well as providing leadership across the organisation, contributing to strategy within designated specialist areas and taking a lead in developing Dart Harbour’s ability to meet its mission, purpose and objectives in line with the organisations values. The AHM (Compliance) role also includes specific accountabilities to ensure the safe operation of Dart Harbour and other stakeholders in using the River Dart in compliance with current good practice and legislation, and providing senior operational leadership within the office. |
| 1. To act as a member of the senior management team, supporting the Harbour Master/CEO in running the organisation in a safe and compliant manner. To promote and develop a safety culture across Dart Harbour’s employees, volunteers and river users.
2. In the absence of the Harbour Master, to carry out all duties of the Harbour Master. To fulfil duty management responsibilities in line with rota requirements. To advise the Harbour Master of any changes necessary to improve efficiency and the staff working environment. To collaborate positively with senior management colleagues, proactively communicating and supporting each other. To manage Dart Harbour staff flexibly to ensure the smooth running of Dart Harbour as a whole. Provide line management to staff as required to fulfil role specific duties. Provide an input into river staff recruitment, performance management and development. Coach and mentor staff in their development in own areas of expertise.
3. Maintain up to date knowledge of relevant legislation and its implications for Dart Harbour. Highlight any areas of non-compliance. Providing leadership and guidance to River Team members on safe and compliant working.
4. Maintain up to date understanding of financial implications of operational activities. To apply a best value approach, looking for ways to increase revenue and manage costs.
5. To uphold Dart Harbour safety management system and safety policy statement in response to the Port Marine Safety Code. To update risk assessments as required
6. To assist with providing 24 hour duty mobile phone cover and attending work out of hours for emergency call outs on a rotational basis. To work with the Senior Management team to coordinate staff to maximise safety, service and efficiency. To be ready to react to staff shortages by directing other trained staff and in extremis where qualified conduct the necessary duties. Supervise the patrolling of the harbour areas and those areas managed by the Authority both afloat and ashore at times and in accordance with other instructions as directed. This is to include but is not limited to inspections of Authority assets, enforcing harbour bye laws and other applicable legislation, rules and instructions, the collections of dues and fees owed to the Authority for the use of the harbour and provision of services, the assistance of those navigating and mooring within the harbour and the direction of traffic within the harbour including the allocation of temporary moorings
7. To complete duties in a way which minimises Dart Harbour’s impact on the environment. To ensure other staff are aware of the impact of their actions on the environment, encouraging them to find affordable, sustainable ways of meeting objectives. To encourage staff in increasing customers’ awareness of their environmental impact and options for protecting the environment.
8. To support the Harbour Master in striving to achieve excellent levels of customer service when dealing with the public, berth holders, stakeholders and other organisations operating on the river. To support the Harbour Master in communicating and advising the Board on operational and strategic matters.
9. Ensure that personal technical competencies are maintained. Complete further continuous professional development (CPD) as required in the role and new standards are introduced.

**ADDITIONAL RESPONSIBILITIES ASSIGNED TO ROLE:**1. Responsibility for monitoring and maintaining the training, permits and qualifications of all operational staff (and volunteers), ensuring standards and compliance with requirements and legislation. Day to day responsibility for setting and reviewing byelaws, overall legislation and policies in compliance with the Dart Harbour Authority Act. Maintenance of statutory plans. Issuing Dart Harbour Boatman Licenses in liaison with SHDC/MCA, and to act as the approved safety officer for the inshore passenger carrying vessels (Note: This includes scheduling and conducting assessments and examinations to test the competence of Dart Harbour Boatman Licenses). To assist the Harbour Master with provision of Competent Harbour Authority obligations with particular reference to the Dart Harbour Pilotage District.
2. To act as Dart Harbour Safety Officer. To report on (and if necessary investigate) any health and safety incidents to the Harbour Master. To act as Port Facility Security Officer and to liaise with the Harbour Master to ensure the security of the port to Department for Transport requirements. To oversee the compilation and review of the Incident Log (including necessary follow up actions) and to ensure that all staff are trained and aware of their Health and Safety responsibilities. To manage Local Notices to Mariners.
3. To set up and manage the timetable for the inspection of Dart Harbour equipment and craft Conduct inspections of Dart Harbour equipment and craft in line with established timetables. Ensure good record keeping of operations. Allocate berths for larger ship and cruise ship visits and oversee those managing the allocation of any leisure and commercial Dart Harbour moorings,. The planning and oversight of all maritime events, including risk assessment. To provide technical (i.e. river based) knowledge within the office (including providing technical input to office based teams to support safe and efficient mooring allocations).
4. To act as 5P Oil Spill Incident Commander in the absence of the Harbour Master and hold a broad understanding of all environmental issues. These include the AONB and potential environmental issues and policies. Support the Harbour Master in his liaison with the SHDC Estuary Officer and other environmental external partner agencies such as the MMO as a statutory consultee on all planning applications. Lead in AONB relationship. Lead in environmental strategy objectives.
5. Assist the Harbour Master with the handling of complaints. Support the Office team by ensuring a regular flow of operational updates are provided to ensure website and other communication channels are kept up to date
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| **Knowledge, skills and experience required:****Essential*** Extensive experience of working in the port or marine industry
* Strong experience in managing health and safety or compliance in a business
* Experienced in small boat work
* Experience in managing health and safety or compliance in a business
* Great customer service skills
* A strong team player, working within a small team, with the ability to lead and coach where needed
* Excellent communication skills, both written and verbal and with good IT skills
* Flexible and self-motivated; able to adapt to a wide range of tasks and manage workload effectively

**Desirable*** ENG1 or ML5 Medical certificate
* Boatman’s license, RYA Powerboat level 2 with commercial endorsement or equivalent
* VHF Radio Licence
* Emergency Oil Spill Commanders Course  (4P/5P)
* Port Facility Security Officer (PFSO) qualification
* RYA Sea Survival or STCW Personal Survival Techniques
* RYA / STCW First Aid course
* A relevant Health & Safety Qualification
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| **Competencies:**Customer Focus* Sets agreed service standards and measures of delivery of excellent customer service
* Leads and manages others in a customer first approach, acting as a role model in demonstrating customer care principals. Anticipates and pre-empts requests from customers
* Fully accepts legitimacy of customer needs and expectations. Focuses on delighting the customer with the service provided within the confines of profitability and capability
* Looks to develop long term relationships by developing or recommending novel solutions. In partnership with their customers, becomes closely involved in the decision-making process

Communication * Communication is often at a senior level with both internal and external people and is concerned with developing the interests of the Authority
* Establishes and maintains important contacts and relationships. Uses negotiating skills regularly to resolve important issues and reach agreement on the way forward. Briefs and gives advice to senior people on key issues
* Understands the attitudes, needs and interests of key people both inside and outside the Authority, uses this to gain support for important changes or new initiatives

Continuous improvement* Keeps fully abreast with industry developments. Able to coach others in the team. Actively encourages others to improve performance and develop
* Prioritises areas for improvement in line with goals and focuses on those that will give significant impact/difference
* Encourages innovation and creativity in others. Actively supports staff in achieving / learning / development objectives through coaching and mentoring

Planning and organising* Organises and reviews workload of others on a regular basis
* Thinks through activities, allowing time for completion. Plans well in advance, sets realistic targets, builds in review, monitors progress. Identifies critical milestones, potential risks and considers options
* Able to organise a number of major projects or activities running concurrently. Ensures others are clear about their roles and objectives. Procuring resources as required in liaison with other Managers as required.
* Estimates resources required accurately. Identifies availability and uses time, money and people effectively. Develops plans that take into account other activities across the Authority and the risks of non-delivery
* Constantly monitors, analyses and reports progress – identifies measurable outputs

Financial and Commercial Awareness* Acts in the best interests of the Authority and successfully uses cross-departmental working. Develops and maintains a broad network of contacts. Takes tactical action to maintain commercial or competitive presence
* Manages budgets effectively and makes decisions based on good quality cost / benefit analysis. Aware of income and profit implications, and can use financial implications to assist in prioritisation / resource allocation decisions
* Improves budget processes by ensuring ongoing dialogue with financial team. Accurately forecasts costs and builds in contingencies. Understands implication of plan on other areas of the Authority

Strategic Thinking* Takes Authority objectives into account in managing job responsibilities. Consistently reviews established methods in order to seek out and implement more effective solutions
* Applies knowledge and experience of past trends or situations to review present
* Pulls together ideas, issues and observations to present solutions. Demonstrates awareness of the overall goals and constraints of the Authority

Judgement and Decision Making* Systematically reconciles conflicting pressures into consistent and intelligent business decisions affecting both own job and related business areas. Deals with crises calmly and efficiently. Capable of thinking on feet
* Works with general policies and functional goals under Harbour Master’s guidance with wide day to day discretion in implementing policies and plans across own department
* Accepts the need to make unpopular decisions in certain situations. Takes responsibility and is prepared to defend a decision
* Shapes and determines content of own department’s operations
* Able to advise customers on contentious issues. Can conduct internal investigations and recommend solutions

Problem Solving* Evaluates situations quickly, foresees problems and selects effective solutions, modifies procedures if appropriate
* Agrees action plan to resolve problems. Delegates decision making to lowest appropriate level
* Able to resolve problems that may have serious legal or commercial implications or high impact on the Authority. Trouble shoots – has an expert understanding of the issues and finds the most efficient way to address the problems

Achievement and Results Orientation* Proactively identifies and pursues new opportunities
* Provides accurate forecasts and sets appropriate budgets
* Sets and agrees both short and long term objectives, and helps others focus on requirements / standards
* Analyses and evaluates previous plans before compiling new plans
* Takes on new business goals and devises effective departmental plans
* Accepts and responds to all challenges

Confidence, Resilience and Self Awareness* Actively tries to generate confidence in others by demonstrating conviction and faith in the Authority, its services and themselves
* Unwilling to accept a situation is lost, looks to find compromise solutions. Takes responsibility to make sure revised plans happen
* Anticipates setbacks and manages situations in order to limit possible damage. Reviews reasons for setback in order to avoid similar situations occurring in the future. Uses own resilience to motivate others to make positive contributions

Negotiating, influencing and persuading* Inspires confidence in colleagues and in the Authority externally. Keeps up to date with external events and developments that could impact on the Authority. Fosters good external relations and acts with integrity towards key organisations. Develops and uses contacts to trade information and gain support
* Leads / chairs meetings to achieve clear purpose through seeking opinions, addressing concerns and winning commitment to agreed action
* Looks to gauge opinion before formal presentations. Focusses discussions on areas of common interest
* Able to agree compromise which gives win/ win situations, able to present case in most attractive light. Tough, will not concede points unnecessarily. Diffuses potential difficult situations
* Understands the organisations culture and works within it to influence it. Answers difficult questions without prejudicing the company position / image

Teamwork and Leadership* Demonstrably supports team decisions. Clearly communicates Authority strategy and objectives and keeps team informed. Ensures that team tasks are completed
* Monitors performance and gives effective feedback. Addresses poor performance, is fair, consistent and unbiased in managing staff
* Sets objectives and personal development plans; ensures staff have the necessary skills. Encourages learning and opportunities to apply skills
* Encourages open communication to promote good morale and co-operation within team
* Identifies and prioritises future skill and development needs
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| **Prepared by:**Name: Paul Britton, Harbour Master/CEODate: January 2022 |