

Job Description last updated: 21/2/2020

Review date: Annual Appraisal

Notes:

This Job Description is a controlled document; any proposed amendments will be captured during appraisal and incorporated subject to the approval to the Chief Executive.

This Job Description is not intended to be an exhaustive list of responsibilities, and duties. The Chief Executive reserves the right to require the post-holder to undertake such other tasks, duties or training as may be appropriate to the post-holder's status and experience.

This Job Description will be reviewed at appraisal and may be amended from time to time as a result of either these reviews or a wider re-organisation.

Although this Job Description provides an outline of key tasks, all staff are expected to be flexible and assist, when necessary, other members of staff in their tasks and be prepared, on occasion, to work in other departments to enable the company to operate efficiently.

Version No.	Date	Document Owner (author)	Description of changes made
0.1	1/5/16	M Sansom	First draft
0.2	1/6/16	M Sansom	Updated after review by DHM
1.0	1/7/16	M Sansom	Finalised after review by Post Holder
2.0	29/1/2020	D Paul	Reviewed on reinstatement of post and amended structure
2.1	10/2/2020	D Paul	Changes discussed with MS
2.2	12/2/2020	M Sansom	Harmonised duties with detailed duties
2.3	13/2/2020	D Paul	Final amendments MS/DP
2.4	21/2/2020	D Paul	Minor amendments

Job Title: Pilot Services Manager and Assistant Harbour Master.

Overall Purpose

The post holder will be a key member of the marine team that is responsible for meeting statutory and operational responsibilities by delivering a wide range of functions and services.

As pilot service manager, the post holder will be responsible for the management of an ISO accredited service which employs 9 pilot boat crew working in a 24/7 shift pattern as well as a Marine Operations Manager who co-ordinates boat maintenance and the maintenance of a live movements database.

As Assistant Harbour Master, the post holder will support the harbour master in operating an effective Marine Safety Management System with particular responsibility for pilotage and harbour monitoring as well as the operation of a local port service. The post holder will take an active role in marine operations meetings, contributing to the wider implementation of the safety management system.

The post holder will act as on-call duty harbour Master in rotation, make routine operational decisions and take a leading role in emergency response.

Main Responsibilities

- Responsible to the Harbour Master for the operational management of the Pilot Service including recruitment, rostering and management of the Falmouth Pilot Services Team in accordance with approved procedures.
- Responsible for communicating with Falmouth Pilot Services customers.
- Responsible for ensuring FPS compliance with the Integrated Management System
- Responsible for the management of assets used by the pilot services.
- Responsible for financial transactions undertaken by FPS
- Responsible for reporting operational matters to the Harbour Master and to the FPS Management Panel as required.
- Responsible for effectively undertaking the role of duty harbour master in rotation.
- Responsible for maintaining up to date emergency response plans
- Responsible for correct implementation of delegated aspects of the marine safety management system
- Responsible for issuing and recording pilotage exemption certificates
- Responsible for operational monitoring of the harbour and providing a local port service
- Responsible for compilation and publication of required port information
- Responsible for ensuring that bunker tankers operating in the harbour are appropriately vetted and authorised.
- Responsible for undertaking non-routine risk assessments for unusual shipping movements when required
- Responsible for arranging and recording oil pollution exercises and training

Main Duties

- Provide hands on leadership to the pilot services team, clearly communicate the aims and objectives and develop team members to continually improve performance
- Maintain good communications with customers and seek feedback to enable services to be improved
- Manage and report performance of Falmouth Pilot Services (FPS) using both financial and non-financial indicators to ensure that it's aims are being met.
- Maintain document control for all documents and records relevant to the Integrated Management System
- Oversee planning and maintenance and re-fitting of pilot boats
- Develop cases for optimising or renewal of assets as required
- Oversee and manage day to day commercial shipping operations, reporting to The Harbour Master.
- Undertake the role of on-call Duty Harbour Master in rotation.
- Maintain up to date emergency and oil pollution response plans, plan exercises and write reports
- Implement delegated aspects of the Marine Safety Management System and assist the Harbour Master with managing and improving marine safety and compliance with the Port Marine Safety Code (PMSC).
- Manage the process for issuing and recording pilotage Exemption Certificates (PECs).
- Manage and oversee that operational monitoring, reporting and Local Port Service (LPS) functions are undertaken to an appropriate standard.
- Review, compile and publish required port information.
- Vet and authorise bunker tankers operating in the harbour as required and maintain appropriate records.
- Undertake non-routine risk assessments for unusual shipping movements as required.
- Organise oil pollution exercises and training and maintain appropriate records.

Detailed Duties

- Provide hands on leadership to the FPS team, clearly communicate the aims and objectives and develop team members to continually improve performance.
 - Line manage FPS team including recruitment as required, appraisal, development and certification of employees.
 - Oversee pilot boarding and landing operations ensuring safe practice and compliance procedures and legal requirements.
 - Manage staff hours and approve overtime and leave
- Maintain good communications with FPS customers and seek feedback to enable services to be improved.
 - Keep record of feedback forms.
 - Respond to complaints and enquiries.
- Manage and report performance of FPS using both financial and non-financial indicators to ensure that it's aims are being met.
 - Undertake movements planning as required including identifying special requirements relating to dangerous goods or unusual conditions.
 - Maintain up to date procedures for managing movements.
 - Monitor and report relevant financial information including the following and ensure that proper records are maintained:
 - Spending against budget.

Falmouth Harbour Commissioners

Pilot Services Manager and Assistant Harbour Master

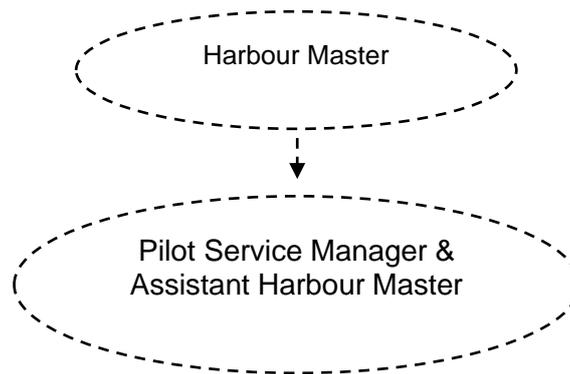
- Movement information required for customer invoicing.
 - Orders and procurement records.
- Maintain document control for all documents and records relevant to the Integrated Management System.
 - Review and update procedures and risk assessment as appropriate.
 - Complete special category forms where required and maintain file of completed forms.
 - Maintain ISO accreditation for FPS as directed
 - Undertake internal audits and be a key member of FHC internal audit team
- Oversee planning and maintenance and re-fitting of pilot boats
 - Develop and implement proactive maintenance programme.
 - Manage and approve refit specifications and submit budget.
 - Ensure ongoing compliance with regulations and maintenance of necessary certificates.
- Develop cases for optimising or renewal of assets as required.
 - Make recommendations regarding improving or replacing assets in the interests of efficiency.
 - Research options for replacement of assets and provide draft papers for management panel and Board to assist decision making.
 - Create and issue tender documents for procurement as required.
- Oversee and manage day to day commercial shipping operations, reporting to The Harbour Master.
 - Make operational decisions in respect of shipping movements and pilotage.
 - Ensure compliance with FHC explosive licenses.
 - Manage the use of the commercial moorings within the harbour.
 - Respond to enquiries for commercial operations within the harbour.
- Undertake the role of on-call duty harbour master in rotation.
 - Undertake on call responsibilities and initiate response to issues arising out of working hours
 - Act as lead responder for emergencies occurring outside of working hours
 - Act as mooring master for crossroads mooring buoy as required
- Maintain up to date emergency and oil pollution response plans, plan exercises and write reports.
 - Organise and record mandatory oil pollution exercises to demonstrate compliance with legislation
 - Liaise with external agencies to maintain an effective multi-agency emergency response plan.
- Implement delegated aspects of the Marine Safety Management System and assist the Harbour Master with managing and improving marine safety and compliance with PMSC.
 - Attend Marine ops meetings.
 - Ensure that incidents are reported and investigated to the necessary level.
 - Participate in marine ops discussions and have input into risk assessments and controls.
 - Draft updates to operating procedures as required by review of risk controls or outcomes of exercises.
 - Maintain relevant records as detailed in safety management system.
 - Maintain a procedure that ensures that up to date hydrographic information is provided to pilots.
and pilot boat crews and UKHO.
 - Represent FHC on appropriate committees internally and externally as required.
 - Investigate incidents as required.
- Manage the process for issuing and recording pilotage Exemption Certificates (PECs).
 - Accept and record applications for PECs.
 - Arrange exams and assessed passages as required.
 - Ensure records are maintained up to date.
 - Liaise with other authorities when issuing PEC for their areas.

Falmouth Harbour Commissioners

Pilot Services Manager and Assistant Harbour Master

- Manage and oversee that operational monitoring, reporting and Local Port Service (LPS) functions are undertaken to an appropriate standard.
 - Ensure that harbour monitoring equipment is performing efficiently.
 - Ensure that pilot/ movement booking system and input to CERS is functioning correctly and complying with requirements.
 - Manage movements planning as required including identifying special requirements (e.g. dangerous goods).
- Review, compile and publish required port information.
 - Regularly review publications issued by FHC and external publishers and provide amendments as required.
 - Notify Hydrographic Office of works and changes affecting the harbour charts.
 - Issue and distribute port notices to mariners when required.
- Vet and authorise bunker tankers operating in the harbour as required and maintain appropriate records.
 - Ensure that vessel certification is maintained up to date.
 - Monitor and record compliance with FHC authorisation requirements.
 - Undertake audits of bunker vessels when required.
- Undertake non-routine risk assessments for unusual shipping movements as required.
 - Lead on non-routine (special category) risk assessments.
 - Compile all relevant information.
 - Complete risk assessment form with input from all parties and authorise the operation.
 - Review process regularly and propose changes as necessary.
- Organise oil pollution exercises and training and maintain appropriate records.
 - Ensure compliance with MCA Oil Spill response requirements and reporting.
 - Liaise with Tier 2 Oil Spill contractors and ensure that tier 2 contract is maintained.
 - Ensure records are kept and reporting requirements are met
 - Organise Standing Committee meetings to maintain ongoing multi-agency review of plans.
 - Ensure required numbers of FHC staff are appropriately trained and certificated.

Line of accountability:



Main contacts externally

Harbour Authorities & Regulators	– verbal/ email/ meetings
UKHO MCA and Trinity House	– verbal/ email/ meetings
Safety Committees	– verbal/ email/ meetings
Ship Masters / Agents	– verbal/ email/ meetings
Contractors	– verbal/ email/ meetings

Most important decisions that have to be taken without reference to others

Operational decisions relating to marine safety including emergency response initiation and lower level non-routine operations.

Describe typical problems in the job

Dealing with requests from vessels to undertake unusual operations within harbour limits.
Production or amendment of operations procedures.

Describe any staff management role

In addition to line management role as Assistant Harbour Master, responsible for on call responder when deployed.

What spending authority does this role have – define spending guidelines

Up to £2000

Describe any Health and Safety responsibilities

Ensuring Health and Safety procedures are in place for Pilot Services Staff and those responding to emergencies or call in situations

Qualifications (<i>Evaluate on C</i>)	Recruitment	Competent	Advanced
Relevant Marine Qualification	✓		
Managing Marine Emergencies Qualification			✓
Health and Safety IOSHH or equivalent		✓	
Environmental awareness qualification		✓	
Oil Spill Response Qualification		✓	

Experience / skills required (<i>Knowledge of, Thorough, Extensive</i>)	Recruitment			Competent			Advanced		
	K	T	E	K	T	E	K	T	E
Understanding of Port Marine Safety Code	✓				✓				✓
Use of IT including office and web management software	✓				✓			✓	
Emergency and Oil Pollution response procedures	✓				✓				✓
Relevant legislation including powers and duties of a harbour master	✓				✓				✓
Health and safety management	✓				✓				✓
Project Management	✓				✓			✓	
Quality management	✓				✓				✓
Regulation and enforcement	✓				✓			✓	
Document control and record keeping	✓				✓			✓	
Appraisal and staff development		✓			✓				✓

Level of technical knowledge and type of experience needed to do the job with examples of how / when used

Knowledge of marine legislation and how it applies to shipping and in ports. Required to make operational decisions including the management of non-routine activities and response to emergencies. Knowledge of regulation and enforcement in the marine environment, required to instigate investigations that may result in enforcement action being taken. Knowledge of the operation of harbour monitoring equipment, tide and weather reporting equipment. Knowledge of reporting requirements and IT systems and programmes to effect it. Knowledge of boat constructions and operations.

PILOT SERVICE MANAGER AND ASSISTANT HARBOUR MASTER

JOB ROLE AND PERSON SPECIFICATION

The post holder will be a key member of the marine team that is responsible for meeting statutory and operational responsibilities by delivering a wide range of functions and services.

As pilot service manager, the post holder will be responsible for the management of an ISO accredited service which employs 9 pilot boat crew working in a 24/7 shift pattern as well as an Operations Manager who co-ordinates boat maintenance and the maintenance of a live movements database.

As Assistant Harbour Master, the post holder will support the harbour master in operating an effective Marine Safety Management System with particular responsibility for pilotage and harbour monitoring as well as the operation of a local port service. The post holder will take an active role in marine operations meetings, contributing to the wider implementation of the safety management system.

The post holder will have knowledge of port operations and be familiar with the requirements of the port marine safety code. They will be familiar with the legal framework under which ports and harbours are operated and their requirements in respect of emergency response. They will have a good understanding of local and national legislation and have knowledge of investigation and enforcement procedures.

The post holder will have good knowledge of pilotage operations including statutory requirements and safe operational practices. Ideally, they will have operational experience in the operation of commercial workboats with a good working knowledge of boat construction and systems.

The post holder will have well developed administration and IT skills and be capable of submitting good quality written work including specifications and reports as well as communicating effectively in an operational setting including over the telephone and over VHF Radio.

The post holder will have a good level of numeracy and be capable of using spreadsheets to communicate and monitor budget expenditure as well as prepare quotations for services when required.

The post holder will have well developed inter-personal skills and must be capable of being an effective departmental leader. This will involve leading by example and demonstrating commitment to ongoing continuous improvement. They will be committed to developing their team and monitoring development requirements using an appraisal system.

The post holder will be safety conscious and have a well-developed understanding of managing safety in a demanding operational environment.

The post holder will be environmentally aware and committed to reducing the impact of pilot service operations on the environment.

Ideally the post holder will have experience in relational databases, understand the importance of accurately inputting, managing and reporting data.

The post holder will understand the requirements for providing a Local Port Service and be familiar with the use of harbour monitoring software to provide operational information and a record of activity in the harbour.

The post holder will be familiar with systematic management as required to demonstrate compliance with the various ISO standards as well as the Port Marine Safety Code.

The post holder will have the ability to remain calm under pressure and to lead effectively in emergency situations. They will be committed to maintaining a high level of preparedness for emergency situations.

The post holder will be required to represent the harbour master at external meetings from time to time. In addition, they will be required to act as duty harbour master on a rostered basis which includes out of hours on call functions. As duty harbour master the post holder will be required to make operational decisions within their scope of knowledge and refer matters upward appropriately.