

**Job Description**

**Job Title: Pilot/Deputy Harbour Master**

**Salary Grade: Grade 10 *pro-rata plus a market supplement to pay the equivalent of £48,278 p.a. pro-rata (This position currently attracts a market supplement based on the market rates for the duties. The requirement for the position to receive a market supplement will be reviewed every two years but is subject to review and cessation at any point during this time. The current market supplement is agreed to 31.12.2019)***

**SCP: 48 - 52**

**Job Family: Operational Services**

**Job Profile: OP7**

**Directorate: Economy and Place**

**Work Environment: Port of Sunderland**

**Reports to: Harbour Master**

**Number of Reports: up to 5**

**Purpose:**

To perform marine pilotage within the Port of Sunderland Pilotage District and undertake duties of Deputy Harbour Master in absence of Harbour Master.

**Key Responsibilities:**

* Verbal communication to internal and external customers and statutory bodies. Information provided can be complex and technical. Communication can be verbal and written.
* Information, advice and guidance of a navigational nature is provided to ships' masters and to stakeholders, customers statutory bodies and port personnel. Liaise with customers, stakeholders, statutory bodies and port personnel with regard to port access and shipping movements.
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* Demonstrate a positive attitude, conduct and demeanour to create outstanding customer relations, always being prepared to provide assistance in resolving queries and issues where appropriate.
* Through experience of the marine and port environment, demonstrate ability to identify and anticipate how service can best be delivered to focus on customer needs.
* Demonstrate ability to understand and focus upon customer needs in regard to shipping movement. Ability to understand costs of delay. Customers can range from leisure craft users, captains of large vessels and shipping agents.
* Stimulate and encourage others to adopt best practice by reasoned argument and considering all opinions.
* Plan and organise workload to meet the needs of the service. Specific planning in relation to shipping movements and tidal conditions required.
* Make a range of decisions in respect of nautical and navigational matters with a requirement to widen scope of the decision making process while deputising for the Harbour Master.
* Tackle a wide range of marine and non-marine issues and resolve same effectively.
* Analyse complicated navigational information (eg tidal and hydrographical data) and interpret same.
* Work alone while undertaking pilotage duties and independently undertake other duties and those of Harbour Master, as required.
* Carry out on-the-job supervision of boat crews to ensure competence in role and adherence to all safety requirements. Undertake marine related exercises and drills with staff and provide profession advice and guidance in aspects of navigation and other maritime skills.
* Support marine staff in furthering career development and those who require compensatory coaching
* Set a positive example to employees by delivering a high standard of leadership skill. Able to develop and motivate staff to achieve best results. Provide support and advice to staff over workplace issues which may be of a sensitive nature.
* Maintain accurate written pilotage and marine services records, ensuring that statutory requirements are complied with.
* Able to concentrate on task in hand and respond to changing and difficult situations encountered in the marine environment.
* Prioritise workload, ensuring that deadlines and targets are met without being distracted by competing demands.
* Develop positive working relationships with all colleagues, stakeholders, customers, statutory bodies, etc. in setting objectives, targets and goals. Consult with others to achieve best solutions.
* In consultation with the Harbour Master and other marine managers, gather, document and disseminate material for marine procedures, plans and policies.
* Guide and encourage staff to embrace an ethos of continuous improvement.
* With reference to existing plans, procedures, policies, action plans, targets, etc. consider whether goals are being met and implement corrective measures where necessary.
* Use initiative and resourcefulness to identify how improvements can be made and implement such schemes using available resources.
* To work on a rotational day and night pattern, including weekends and statutory holidays. Duties will involve periods of on-call and unsocial hours working. Own transport essential at all times with residence being located to enable response to port within one hour of being called. A high degree of flexibility is required from the post holder.

**In line with the Council’s Statutory Requirements, all employees of the Council should:**

* Comply with the principles and requirements of the Data Protection Act 1998 in relation to the management of Council records and information, and respect the privacy of personal information held by the Council.
* Comply with the principles and requirements of the Freedom in Information Act 2000; Comply with the Council's information security standards, and requirements for the management and handling of information; Use Council information only for authorised purposes.
* The post holder must carry out their duties with full regard to the Councils Equal Opportunities Policy, Code of Conduct and all other Council Policies.
* The post holder must comply with the Councils Health and Safety rules and regulations and with Health and Safety legislation.