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| **ROLE & RESPONSIBILITY STATEMENT** |

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| **JOB TITLE:** |  | 1st Mate |
| **SAFETY RESPONSIBILITY:** |  | To ensure compliance with MCA, Nexus and Ferry Safety manuals. |
| **DEPARTMENT:** |  | Customer Services  |
| **LOCATION:** |  | Ferry |
| **RESPONSIBLE TO:** |  | Ferry Master Team Leader |
| **PURPOSE:** |  | To act a 1st Mate as part of a team to ensure that the Shields Ferry runs to a published timetable reliably and efficiently, while maintaining safety standards at all times. |
| **DIMENSIONS:** |  | Employees: 0Budgetary Responsibility: 0Financial Responsibility: 0  |
| **REMUNERATION:** |  |  |

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| **ROLE:**  |
| The following list is typical of the duties that the post holder is required to perform. It is not necessarily exhaustive and other duties of a similar type or level may be required from time to time. |
| 1. To act as a member of the Shields ferry crew, to include collecting fares and checking validity of tickets of all passengers, and to be cash accountable for all monies taken, whilst ensuring a headcount is taken on each sailing. |
| 2. To drive the vessel as and when required.  |
| 3. To follow emergency procedures in an emergency (e.g. man overboard, fire etc). |
| 4. To work overtime on a voluntary basis (either to fulfil the requirements of the timetable and/or work Private Hires), as requested. |
| 5. To participate in discussions regarding planning of changes to the service, landings, vessels, ticketing arrangements, or to comply with legislation, as directed by the MCA or other statutory body. |
| 6. To wear the agreed uniform and deal with passengers and passenger enquiries in a polite, efficient and courteous manner. |
| 7. To assist in ensuring that the boat is kept clean, and to undertake miscellaneous duties associated with the general appearance and cleanliness of the vessels.8. To undertake and assist with training to ensure full compliance with current operational and legislative requirements, including on the job training where appropriate as per previous practice.9. To undertake and assist with training to ensure full compliance with current operational and legislative requirements, including on the job training where appropriate as per previous practice.10. To undertake additional duties as agreed at local level between management and local representative11. To adhere to the Ferry Agreement 2018 and any subsequent amendments. |

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| **RESPONSIBILITIES:** |
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| 1. | Achieve Nexus business objectives including the performance and reliability of the Shields Ferry. |
| 2. | Responsible for the security, safety, cleanliness and maintenance of the North and South Shields landings, buildings and vessels. |
| 3. | Revenue collection and cash accountability. |
| 4. | Reporting of defects through the appropriate channels. |
| 5. | To undertake any training necessary to enhance the Ferry Master role. |
| 6. | To display conduct in a manner that will always contribute to the highest levels of customer service. |

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| **STATUTORY DUTIES:** |
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| 1. | To ensure compliance with MCA, HSE and Nexus safety manual. |

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| **PERSON SPECIFICATION:** |
| **Essential** |
|  | Hold a Boat Master’s License |
|  | Experience of working in a marine environment. |
|  | Customer Service experience working face to face with the general public |
|  | Ability to work alone or as part of a team |
|  | Cash Handling skills |
| **Desirable** |
|  | Previous Health and Safety Experience |

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| **SPECIFIC SAFETY QUALIFICATIONS** |
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| 1. |  |
| 2. |  |

HOLDER OF THIS POST MUST HAVE ACCESS TO REQUIRED SAFETY PUBLICATIONS AND PERSONAL EQUIPMENT/PPE.

Authorised by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Issued/Briefed to: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Briefed by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_