**Why Nexus?**

Metro and the wider public transport network is the life blood of North East England. Nexus and the people who work for us are the heart of that network, keeping millions of customers on the move. We make sure our customers are at the heart of everything we do and we employ c.1000 employees to ensure they all have a great experience, no matter where their final destination.

**The role – First Mate**

An exciting opportunity to further your career at the Shields Ferry.

As a First Mate you will be given the opportunity to con the vessel on a regular basis increasing your skills as a Boat Master. There will be opportunity to act as Ferry Master to gain the confidence towards your next steps.

As part of the team, the First Mate will ensure the Shields Ferry runs to a published timetable reliably and efficiently. The First Mate will follow a shift pattern ensuring they are on time and prepared for the day ahead.

The First Mate will have a sound knowledge of the Ferry Safety manual following the standards set by the Maritime Coastguard Agency and Nexus Health and Safety standards.

As a First Mate you will adhere to Ferry standards; appearing clean and tidy wearing full uniform and offering the highest level of customer service. You will protect revenue by ensuring all passengers have the correct ticket to travel while providing any additional information about onward travel.

**The person**

We are looking for will have the ability to work on your own initiative, as well as part of a team.

A person who is not afraid of responsibility who can act as part of the team in an emergency situation and can independently make decisions that will ensure the safety of the passengers and crew, while complying with legislation, as directed by the MCA or other statutory body.

They will be an enthusiastic person who will go the extra mile for the customer. Who has the knowledge to participate in discussions regarding planning of changes to the service, landings, vessels and ticketing arrangements.

The person will be a proud individual who is hard working and has the passion to ensure all of the Ferry standards are met. You will hold a Boat Master’s Licence or equivalent.

More information can be found in the job description and person specification.

* be employed within the Council or a local business we work with
* earn a wage not less than the minimum wage for an apprentice / my age
* follow a structured training programme
* receive both on and off the job training
* develop their skills to ensure they can do the job well

As an apprentice, you’ll undertake your programme during your normal work time. Your employer will be expected to release you to study at least one day a week in our training centre as part of your paid time at work.

Although the programme can be demanding, it is also extremely rewarding and career progression for apprentices is excellent. Over 90% of our  apprentices move into a higher apprenticeship or full employment on completion. **What can Nexus offer you?**

* Salary £23,118 pa
* Appropriate shift allowance payments if applicable
* 27 days annual leave, plus bank holidays
* 36 hours per week and the opportunity to work on a flexi basis, within the demands of business need
* A suite of work life balance policies, including Homeworking Policy
* You will be automatically enrolled into the Local Government Pension Scheme (LGPS)
* Free travel within Tyne and Wear on Metro, Buses and the Shields Ferry
* Access to an Employee Assistance Programme and a healthcare scheme for you and your family

**How to apply**

Pleasevisit North East Jobs through the following link: [North East Jobs - Homepage](https://www.northeastjobs.org.uk/)

Closing date for application is 7th June 2022.

If offered a position with Nexus, we will provide a conditional offer subject to passing a satisfactory medical assessment by a Nexus specified Medical Officer, satisfactory references and evidence of relevant qualifications

**Other information**

Nexus is doing everything it can to review and respond to how we approach our selection and induction processes during the Covid-19 pandemic.

At Nexus, the safety of our employees is the first thing we consider every day and we are being as flexible as we can to make the recruitment process as safe and as smooth as possible.

The spread of Coronavirus presents new challenges in making sure our workforce is protected, while we continue to provide safe public transport for our passengers.

We follow closely the advice from Public Health England and update our risk assessments regularly in line with the evolving detailed Government guidance to keep our employees safe.

Nexus work within a suite of policies, which will be available to you when successful in a position.

**Come and be part of our story**



