

# Post Specification

## Post Specification - Key Information

- **Post Title: Ferry First Mate**
- **Date: February 2025**
- **Post Group Number: 6802**
- **Job Family: Operations**
- **Job Family Role Profile: OP7ii**
- **Final Grade: 8**

To be read in conjunction with the job family role profile.

## Service Area Description

To operate the Windermere Ferry to provide a gold standard customer service experience. The Ferry is operated as part of the Highways Operations Service being effectively public highway.

## Purpose of this Post

To support the Ferry Captain as part of the team operating the Ferry service on Windermere to provide gold standard customer service. To ensure the operation of the Ferry is carried out in line with the procedures ensuring the safe working and use of the Ferry by the team and members of the public. To be responsible for ensuring that tolls are collected, and fare evasion is avoided and to work as part of a team to achieve this. To support the captain to ensure the Ferry is operated in accordance with Maritime and Coastguard Agency procedures for chain ferries and the County Council Ferry Operating Procedures ensuring due regard to other craft using the lake. To support the captain in complying with the Health and Safety of the workforce and all passengers, complying with the operating procedures and being well versed in emergency procedures including people counts on every crossing.

## Key Job Specific Accountabilities

1. To work as part of a team to ensure safe use of the Ferry by members of the public ensuring safe loading and unloading in accordance with the Ferry operating procedures, safety procedures and Maritime and Coastguard Agency requirements.
2. Support the Captain to ensure compliance with health and safety of the crew (team), members of the public travelling and other craft passing across the route of the ferry.
3. To support the captain to maintain and submit relevant records as defined by Cumbria County Council procedures including people counts on every crossing.
4. To support the captain in compiling and developing reports and information on work related issues and work programs.
5. To support the captain to and carry out appropriate risk assessments and auditing the work to ensure compliance with health and safety procedures.
6. Deal with enquires and complaints in accordance with established protocol and produce letters and reports as required.
7. To oversee and carry out the collection of tolls including the cashing up at the end of shift and minimising fare evasion.
8. To be well versed in procedures for and reacting to dealing with man-overboard procedures and emergency evacuation including fire prevention and fire-fighting procedures.
9. To deliver a high-quality customer service dealing with issues promptly and ensuring the team assist customers to enjoy the Ferry experience.
10. To carry out other duties as required when the Ferry is not operating.

11. Be willing to take part in the winter maintenance function or other out of hour's functions.
12. Assist in other duties which may reasonably be expected within the role.

*Please note: Annual targets will be discussed during the appraisal process.*

### Key Facts and Figures of the Post

- **Budget Responsibilities:** Dealing with the daily takings, arranging collection by approved courier and keeping records.
- **Staff Management Responsibilities:** Support the Ferry Captain to supervise up to 15 staff.
- **Other:**

### Essential Criteria

- HND/HNC in Civil Engineering or equivalent or 5 years' experience in a highway maintenance field or 5 years' experience working on a passenger ferry/vessel as principal officer in charge.
- Health & Safety procedures, risk assessments and implementing risk management.
- Knowledge of man-overboard techniques and sailing/boat knowledge.
- Management of physical resources including plant and vehicles.
- Dealing with cash and basic income records.
- Can demonstrate expertise in own relevant professional field.
- Working as part of a team to deliver gold standard customer service.
- Experience in ensuring compliance with all health and safety regulations.
- Considerable experience of working in the Customer Service sector providing Gold Standard customer experience.
- Dealing with Members of the Public.
- Providing a "Gold" standard customer service.
- Ability to draft reports and letters.
- Ability to work to deadlines and prioritise workloads.
- Ability to manage performance in the appropriate way.
- A flexible approach to work.
- Computer literate and ability to work with computer systems and Microsoft Office suite of programs.
- Self-motivating.

### Disclosure and Barring Service (DBS) Checks

- This post does not require a DBS check.

### Job Working Circumstances

- **Emotional Demands:** The post holder is exposed to minimal emotional demands.
- **Physical Demands:** The post holder will be exposed to modest applied physical effort.
- **Working Conditions:** Working will have moderate exposure to all weathers. You will be required to wear PPE. Moderate exposure to waste, dirt, traffic, dust etc. Moderate exposure to challenging behaviour.

### Other Factors:

- *This could include e.g. requirement to travel, or requirement to work outside of normal office hours*