

Post Specification

Post Specification - Key Information

- **Post Title:** Ferry Host
- **Date:** March 2025
- **Post Group Number:** 6803
- **Job Family:**
- **Job Family Role Profile:** OP5
- **Final Grade:** Grade 6

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

Service Area Description

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

Purpose of this Post

To work as part of a team to provide gold standard customer services to all users of the Ferry dealing with questions and information requests in a polite, friendly and engaging manner that results in positive feedback and recommendations. The role includes collecting fares and issuing tickets; recording the numbers of passengers; ensuring users are kept safe and ensuring passengers are directed to the appropriate locations on the vessel.

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 and First Mate to ensure compliance with health and safety of the crew, members of the public and other craft passing across the route of the ferry.
3. To collect tolls and record numbers of all the passengers on each crossing.
4. Deal with enquires and provide information to passengers on the vessel, the Council and the Highways service.
5. To collect tolls including assisting with the cashing up at the end of shift and minimising fare evasion.
6. 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.
7. To deliver a high-quality customer service dealing with issues promptly and ensuring the team assist customers to enjoy the Ferry experience.
8. To carry out other duties as required when the Ferry is not operating.
9. 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:** Collecting fares
- **Staff Management Responsibilities:** None
- **Other:** None

Essential Criteria

- **Qualifications:**
 - 4 GCSE subjects at grade A-C or equivalent including English and Mathematics or equivalent level of knowledge gained by other means.
- **Knowledge:**
 - Knowledge of customer service procedures.
 - Knowledge of what Gold Standard customer service is and the importance of customers.
- **Experience:**
 - Dealing with cash and basic income records.
 - Dealing with members of the public.
 - Providing Gold standard customer services.
 - Using ICT systems to collect fares/money and provide tickets.
 - Dealing with visitors who may not have English as their first language.
 - Excellent communication skills.
- **Expertise:**
 - Ability to work under pressure and respond flexibly to all situations.
 - Ability to assess customers' needs and wants by appropriate questioning and probing including where sensitive issues are involved.
 - Ability to learn and apply new information, rules and processes quickly.
 - Ability to explain complex rules and regulations simply and in non-technical terms.
 - Ability to work flexible shift patterns.

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:** Required to work a shift pattern including time outside of normal office working hours