



ROLE DESCRIPTION

Job Title	Mate
Salary Band	SCP 20-23
Reporting to	Captain
Directorate	Place
Service Area and sub area	Customer Delivery
Political Restriction	N/A

1. Primary Purpose of the Post
<p>The First Officer is responsible for supporting the safe, efficient, and customer-focused operation of Mersey Ferries services. Acting as second-in-command to the Master, the First Officer ensures compliance with safety regulations, assists in navigation, leads deck operations, and supports excellent passenger experience on board.</p>
2. Your Role and Responsibilities
<ul style="list-style-type: none">• Act as second-in-command, assuming command of the vessel in the absence of the Master.• Assist the Master with safe navigation, voyage planning, and watchkeeping duties in compliance with company and regulatory standards.• Monitor and ensure the safety of passengers throughout the voyage, including embarkation, disembarkation, and during transit.• Supervise deck crew in all aspects of vessel operation including mooring, anchoring, maintenance, cleaning, and emergency response.• Conduct and participate in safety drills, briefings, and training exercises in accordance with the company Safety Management System (SMS) and relevant statutory requirements.• Maintain all safety, firefighting, and lifesaving equipment, ensuring full operational readiness and compliance with MCA regulations.



- Support the Master in liaising with terminal staff, port authorities, and operational teams to ensure efficient turnaround and schedule adherence.
- Promote and uphold high standards of customer service, contributing to a safe, comfortable, and positive experience for passengers.
- Monitor vessel condition, reporting defects and maintenance requirements to appropriate personnel.
- Maintain accurate records, including logbooks, checklists, drills, and safety documentation.
- Adhere to all company policies, procedures, and statutory maritime regulations, including ISM Code, SOLAS, MARPOL, and Port Byelaws.

PERSON SPECIFICATION

Job Title: Mate

Criteria		
Qualifications and Training	E = Essential D = Desirable	Identified By
Valid MCA Certificate of Competency appropriate for the vessel	E	A
STCW and mandatory safety training certificates as required	E	A
Pilot Exemption Certificate, Port of Liverpool and River Mersey (Currently held or working towards)	D	A
Boat Master's Licence or comparable/equivalent	D	A

Experience and knowledge	E = Essential D = Desirable	Identified By
Experience of vessel handing and working in a marine environment.	E	A
Watchkeeping and Navigation experience on equivalent vessels.		A,I
Experience of ensuring compliance with statutory regulations and guidelines as directed by enforcing authorities eg MCA, HSE, Port Authorities (CHA)	E	A, I, T
Appreciation and experience of H&S, Environmental and Quality Standards	E	A, I, T
Willingness to gain experience of line managing and developing staff	E	A, I, T
Ability to motivate a team of staff in a challenging environment.	E	A, I
Competency and proficiency in IT systems and applications	E	A, I



Excellent presentation, communication and written skills	E	A, I
Flexible approach to business requirements and demands	E	A, I, T

Skills and abilities	E = Essential D = Desirable	Identified By
Strong understanding of domestic passenger vessel operations and safety requirements.	D	A, I
Leadership and supervisory skills with experience managing deck crews.	E	A, I, T
Excellent communication and customer service skills.	E	A, I
Ability to respond calmly and effectively in emergency situations.	E	A, I
Knowledge of local navigational areas, including the River Mersey.	D	A, I

Personal Attributes	E = Essential D = Desirable	Identified By
Willing to embrace change.	E	A
Positive Can-do Attitude	E	A

Core Behavioural Competencies	E = Essential D = Desirable	Identified By
Flexible approach to working hours and willingness to work flexibly as and when required.	E	A

Key to Assessment Methods:

KO – Knockout question	A - Application	P – Presentation	T - Test
FQ – Filter Question	I – Interview	E – Exercise	AC – Assessment



**LIVERPOOL
CITY REGION**
COMBINED AUTHORITY

METROMAYOR
LIVERPOOL CITY REGION