



ROLE DESCRIPTION

Job Title	MSCO Deckhand (Mersey Ferries Marine Customer Service Officer)
Salary Band	SCP 13-15 (20% shift allowance & weekend enhancement)
Reporting to	Mate/Captain/Marine Operations Manager
Directorate	Place
Service Area and sub area	Customer Delivery
Team	Mersey Ferries
Political Restriction	No

1. Primary Purpose of the Post
The post holder will form part of the operational crew to ensure passengers are safe and have a great experience when travelling on one of famous Mersey Ferries.
2. Your responsibilities
General Fitness The post holder will need to pass an industry-standard medical examination.
Workload The post holder will work an average of 35hrs per week. Mersey Ferries operates 362 days a year, the post holder will be expected to work weekends, evenings, days & nights. Due to the nature of the environment in which we operate we require someone who embraces change and likes a challenge. Mersey Ferries crew follow a 12hr shift pattern.
Vessel Time Whilst part of our crew, the post holders working day will consist of carrying out day to day operations such as customer care, rope handling, cleaning, safety drills & minor maintenance.
Safe services and workplace <ol style="list-style-type: none">1. Understanding and meeting MCA & Health, Safety and Wellbeing duties and responsibilities.2. Commitment to enhancing personal development and performance in all safety matters.3. Application of all operational policies, procedures, and processes in relation to safety drills.4. Health, Safety and Wellbeing, including accident and incident management and risk.



3. General Corporate Responsibilities
<ol style="list-style-type: none">1. Commitment to the organisation's vision, values, and behaviours.2. Confidentiality in working in a sensitive data environment.3. Valuing equality, diversity, and inclusion.4. Commitment to learn and self-development.
4. Recruitment Plan
Competency Based Interview



PERSON SPECIFICATION

Job Title: MSCO Deckhand

Criteria		
Qualifications and Training	E = Essential D = Desirable	Identified By
Formal maritime qualification e.g. Efficient Deck Hand Certificate, Standards of Training, Certification and Watchkeeping for Seafarers (STCW)	D	A/I
Recognised Health and Safety Qualification e.g. IOSH Working/Managing Safely	D	A/I

Experience and knowledge	E = Essential D = Desirable	Identified By
Formal maritime qualification e.g. Efficient Deck Hand Certificate, Standards of Training, Certification and Watchkeeping for Seafarers (STCW)	D	A/I
Recognised Health and Safety Qualification e.g. IOSH Working/Managing Safely	D	A/I

Skills and abilities	E = Essential D = Desirable	Identified By
Strong customer focus	E	A/I
Commitment to learning and self-development	E	A/I
Excellent standard of personal presentation	E	A/I
Awareness of equality & valuing diversity	E	A/I
Environmental Awareness	E	A/I
Commitment to LCRA's vision, values and behaviours	E	A/I

Personal Attributes	E = Essential D = Desirable	Identified By
Excellent communication and interpersonal skills	E	A/I
Organisational skills with the ability to work to deadlines within competing priorities	E	A/I
Ability to demonstrate a required standard of physical fitness commensurate with position	E	A/I
Ability to work on own and as a team	E	A/I



Have a can do attitude	E	A/I
------------------------	----------	------------

Core Behavioural Competencies	E = Essential D = Desirable	Identified By
Willingness to learn and develop new skills	E	A/I

Key to Assessment Methods:

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